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ABSTRACT

The National Commission on Libraries and Information Science held its Mid-Atlantic States Regional Hearing at Philadelphia, Pennsylvania, on May 21, 1975. Oral testimony was given by college, university, public, state, school, county, and special librarians, as well as by publishers, educators, library association officials, interested citizens, and officials of state, federal, and local governments. In responding to the commission's draft reports, witnesses dealt with such topics as national information centers, cooperative programs, the proposed national network, existing networks, financial support for libraries, standards for library and information services, new technology, the relationship between the public and private sectors, the information needs of the American public, the library as a community information center, and the copyright versus copying problem. Witnesses represented the states of Delaware, Maryland, New Jersey, New York, and Pennsylvania, as well as the District of Columbia. (LS)

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NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Mid-Atlantic States Regional Hearing

Philadelphia, Pennsylvania

May 21, 1975. Volume Three.

Transcribed Testimony.

IR 002 418

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
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TESTIMONY BEFORE

THE

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

Wednesday, 21 May 1975

Sheraton Hotel

Pennsylvania Ballroom West

1725 Kennedy Boulevard

Philadelphia, Pennsylvania

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MEMBERS OF THE COMMISSION IN ATTENDANCE:

DR. FREDERICK BURKHARDT,	Chairman
COL. ANDREW A. AINES,	Member
DR. WILLIAM O. BAKER,	Member
MR. JOSEPH BECKER,	Member
MR. DANIEL W. CASEY,	Member
MR. HAROLD C. CROTTY,	Member
DR. CARLOS A. CUADRA,	Member
DEAN LESLIE W. DUNLAP,	Member
DR. MARTIN GOLAND,	Member
MR. LOUIS A. LERNER,	Member
MRS. BESSIE BOEHM MOORE,	Member
MR. JOHN G. LORENZ,	Member
MISS CATHERINE D. SCOTT,	Member
MR. JOHN E. VELDE, JR.,	Member
MRS. JULIA LI WU,	Member
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P R O C E E D I N G S

Wednesday, May 21, 1975

Presiding: DR. FREDERICK BURKHARDT and
MRS. BESSIE BOEHM MOORE

(The hearing was opened at 8:00 a.m. by
Dr. Frederick Burkhardt of the Commission.)

DR. BURKHARDT: We wanted to get started.

Mr. De Gennaro is going to lead off with
his testimony.

We conduct these meetings very informally.
You can generally assume that the members of the
commission have read the papers mentioned, so I
think it would save us time if you would just give
us what you consider to be the high spots of your
testimony, or point out anything that you want us to
consider, and then we can talk about that and your
paper because we will have questions on the paper to
put to you.

Now you wrote your paper sometime ago
and you took great exception to our Chapter 4 of
the new version. I think we've rectified a great
many of your criticisms, most of which were, I
thought well founded, and I don't know whether you
have seen the revised version or not but has Al told
you what it is?

1 MR. DeGENNARO: Yes.

2 DR. BURKHARDT: So why don't you launch
3 into the subject and tell us how you feel about things
4 and what you think you ought to get clear about them.

5 MR. DeGENNARO: I am Richard DeGennaro,
6 Director of Libraries at the University of Pennsylvania.

7 I took exception to the fourth chapter
8 because I thought that it seriously changed the
9 orientation of the program, but I have read the new
10 and revised chapter and I think that it pretty much
11 reflects most of the criticisms that I made.

12 I think it is now a fourth chapter that
13 is, I think, acceptable. I haven't seen the rest of
14 the chapters and the changes that were made, but I
15 assume that in the same spirit there were modifications
16 and it seems to me now that the program document,
17 as I imagine it to be right now, is quite an
18 acceptable thing.

19 I still have just some concerns that I
20 would like to state about it. This is not in
21 criticism of the document itself but something that
22 I think the Commission might keep in mind as it
23 proceeds with its work.

24 I think that the whole approach is much
25 too hierarchical for local, state and regional, and

1 it just seems to me to be very complexed, perhaps
2 unnecessarily complexed, and I think there is too
3 much emphasis on the state level. I realize, of
4 course, that the state is an important political
5 element in the country, but somehow I think there is
6 perhaps being too much reliance placed on the state
7 as the center of all these activities.

8 DR. BURKHARDT: What would be the alterna-
9 tive. I appreciate your point, but it is really
10 a matter of the mechanisms you use, and the only
11 alternative one can see is direct action from the
12 Federal level, which I don't think is practicable or
13 would be only received either, for that matter, if
14 it got too heavy.

15 MR. DeGENNARO: Yes, I think it has to
16 be a combination of both. I am not suggesting
17 that the local, state and regional concept is invalid.
18 I am merely saying that I think there is perhaps too
19 much emphasis being placed on that, and there is
20 a missing element and I think the missing element
21 is certain national centers and I would like to, in
22 just a moment that I have here for this testimony,
23 rather than go back and rehash what I wrote to you,
24 I would like to just merely, if I may, read a couple
25 of sentences from a summary paragraph of a paper I

1 wrote, which it seems to me captures the essence of
2 what I would like to say, and I say:

3 "The urgent task of developing effective
4 means of library resource sharing has two major
5 components of equal importance. One is to increase
6 the total library resources available and the other
7 is to improve the organizational and technical
8 mechanisms for gaining access to them. To increase
9 the total resources available involves not only
10 strengthening existing libraries, but also creating
11 an essential missing element: a national library
12 resources center modeled after and combining the best
13 features of the Center for Research Libraries and
14 British Library Lending Division. To improve the
15 mechanisms for gaining access to these resources
16 involves building a national library network supported
17 by a computer-based national bibliographical and
18 communications system. These two major components
19 must go forward together. We should not allow the
20 more glamorous and exciting technological elements
21 to overshadow the more prosaic but equally important
22 resource building elements."

23 This is taken from a paper that recently
24 appeared in the May 15 issue.

25 DR. BURKHARDT: You weren't reading from

1 your paper to us?

2 MR. DeGENNARO: No, no. This was --

3 DR. BURKHARDT: I kept trying to find it
4 in this paper.

5 MR. DeGENNARO: This was not in that paper.

6 DR. BURKHARDT: All right.

7 MISS SCOTT: The essence of your state-
8 ments has been adopted as a resolution, is that
9 correct, by the Association?

10 MR. DeGENNARO: That's right.

11 MISS SCOTT: Now, is this a periodical
12 lending resource center that you speak of only, or --

13 MR. DeGENNARO: I see it as initially
14 a national periodical resources center, but I think
15 it should be designed in such a way as to allow it
16 to evolve into what I would call a national library
17 resources center; that is to say, it could take in
18 the kinds of functions that the Center for Research
19 Libraries is now providing, and in effect it is
20 molded after the British Library Lending Division,
21 which includes both periodicals and monographs and
22 other research materials, but I think initially in
23 order to get it started, the greatest need is for
24 a national periodicals resources center; that's
25 where I would start. That's where the greatest need

1 is and where the greatest payoff would be.

2 MISS SCOTT: Does that mean that would
3 be the first point of access for a small library,
4 for instance?

5 MR. DeGENNARO: Perhaps not for the small
6 local libraries, but certainly for the major libraries,
7 not just the research libraries but the major
8 libraries.

9 It seems to me to be unnecessarily
10 complicated to have major libraries going through
11 a hierarchical kind of structure when they could go
12 directly to the source and thereby not get involved
13 in the complex communications system that is implied
14 in the planning documents that we have seen.

15 DR. BURKHARDT: Mr. Becker.

16 MR. BECKER: Dick, in the program there,
17 as you know, the last objective is the national
18 network and in that there is a good deal said about
19 the desirability of centralized services, and I
20 can't remember whether CRLS is mentioned but a
21 national periodical bank is, as well as other organi-
22 zations like it. So imbedded in that particular
23 objective is what I think you have described, in
24 addition to which there is another one which has to do
25 with unique resources and with their strengthening

1 and with their active participation in a national
2 network. But the other elements in the program relate
3 by and large to the state for performing many differ-
4 ent other functions, which we have sensed are needed
5 and desirable, and the choice of the states were, of
6 course, for the administrative arrangements which
7 they have provided in terms of their relationship to
8 the Federal Government.

9 But I do think the two are separate and
10 I don't believe that the national network elements
11 such as the ones that you are talking about, and
12 that I have just described, would necessarily mean
13 that one would have to go through hierarchical steps
14 to use them.

15 DR. BURKHARDT: Mrs. Moore.

16 MRS. MOORE: I would like to ask a
17 question of you about this matter of the states.

18 You are familiar, of course, with Title
19 3 of NSCA?

20 MR. DeGENNARO: Yes.

21 MRS. MOORE: If the states were not the
22 ones to do this, who would coordinate the efforts
23 within a state to try to get the maximum service to
24 the people and cooperation among the various types
25 of libraries?

1 I might say, for instance, that I am
2 from a small state, if the state libraries didn't do
3 this there would be nobody else who could.

4 What would be your suggestion in that, or
5 do you object to that kind of an arrangement for
6 this purpose?

7 MR. DeGENNARO: No.

8 As I say, I don't really object. I
9 think there is an important role for the states to
10 play in this, but I think the research libraries,
11 and this, of course is my point of view, I am speaking
12 as a research librarian, as a president of ARL and
13 so on.

14 I think that the state orientation has
15 a certain validity for the public libraries, for
16 the local libraries and so on, but I do think that
17 for the research libraries of the country, I think
18 the state boundaries are quite artificial and don't
19 really reflect the realities of who has got the
20 resources and how to acquire them. So I think that
21 while I am quite willing to see the state as having
22 a major role, I think that there are some national
23 centers and some national orientations that are
24 needed in addition to these, and I think that as
25 Joe says, there is mention of them, but I would

1 suggest that, for example, in the planning document --
2 what was it called -- resources, the Wesstat study.

3 In that document, which was quite a
4 lengthy report, it did mention the concept of
5 national centers and national periodical resource
6 centers, but gave it just a few sentences, whereas
7 I think that it should be a real major component
8 in the whole network concept.

9 I think that the network concept, as
10 it was laid out in that document, is quite valid, but
11 in addition to that one needs a few nationally
12 oriented regional centers as well.

13 DR. BURKHARDT: And the --

14 COL. AINES: You made a comment earlier
15 about the requirement for more resources and also
16 for more mechanisms.

17 I believe that is the formula that you
18 suggested.

19 MR. DeGENNARO: Yes.

20 COL. AINES: And you listed the British
21 Library and Central Library resources as some kind
22 of a direction for blueprinting.

23 MR. DeGENNARO: Right.

24 COL. AINES: You recognize, as you have
25 done so well in your letter, that in reality we are

1 having an extraordinary clash of interests in
2 institutions, public and private --

3 MR. DeGENNARO: Right.

4 COL. AINES: In order to form the kinds
5 of posture or the direction that we require.

6 MR. DeGENNARO: Yes.

7 COL. AINES: Now in addition to that
8 part dealing with the British Library, the library
9 resources approach, obviously it is a large area of
10 surfaces, programs, institutions that have to be
11 considered.

12 Do you have any guidance source on
13 how you might see the convergence of some of these
14 opposing forces, Dick?

15 That might be helpful to us as we move
16 forward, beyond perhaps even our present plan that
17 you have read so carefully.

18 MR. DeGENNARO: And I am not quite sure
19 I understand your question.

20 If the opposing forces that you are
21 referring to are the private sector and the copyright
22 question, I could make some comments on that but I
23 am not sure that's what you are getting at.

24 COL. AINES: You are very perceptive.
25 It is beyond that, actually. I consider that to be

1 a small skirmish in a large battle. The problem
2 that I see, and I hope you can address yourself to
3 this --

4 MR. DeGENNARO: Yes.

5 COL. AINES: -- is that unless we find a
6 formula for reducing the friction and providing
7 security for many of these elements --

8 MR. DeGENNARO: Yes.

9 COL. AINES: We are doomed to have
10 a system that really will grow in complete competition
11 with no group really talking to one another,
12 interacting with one another, and we will all lose in
13 the long haul. It is in this philosophic sense that
14 how do we find this lubrication with these possibili-
15 ties for bringing the community together that I am
16 really concerned about.

17 MR. DeGENNARO: I think one of the most
18 important things that is dividing the private sector
19 and the libraries is this whole question of the
20 commercial versus the library people. I think that
21 much of that is in the copyright question, and if
22 that can be resolved through legislation, one way
23 or another, I think that will remove the open sore
24 that is troubling this whole situation.

25 I also think that in the creation of a

1 national periodical resources center of some of
2 these national centers that may provide also an
3 additional answer in that if one were to concentrate
4 that much of the copying that goes on in a few
5 centers, one could then control it and if necessary
6 pay the royalties or whatever it is that is required.

7 I think what most librarians are objecting
8 to is the idea of all the bookkeeping and the
9 problems that would be involved in record keeping
10 and paying royalties, whereas if you could concentrate
11 in a BLLD kind of organization or center for research
12 libraries kind of thing, it's going to be much
13 more easily manageable, but I think the law itself,
14 of course, has to change.

15 I don't want to get into the whole
16 copyright matter. Did you?

17 DR. BURKHARDT: You know, of course, we
18 are going to sponsor some meetings between the various

19 MR. DeGENNARO: Yes, indeed.

20 DR. BURKHARDT: -- contending parties, in
21 the hope that we would be able to work out something.

22 We have time for one more question.

23 Carlos?

24 DR. CUADRA: Dick, in some point of time
25 also the Commission is going to have to address who

1 pays for the kinds of things we have been talking
2 about, all of us, and in trying to make a distinction
3 between some things that are so important so that
4 they should be paid for by tax money, collected from
5 everyone in this offer and some things which are
6 specialized interests and should be paid for by the
7 people who benefit from those services.

8 Can you offer any suggestions on the
9 dividing line between those two kinds of ways of
10 paying for things?

11 What should be paid for with tax money
12 and what should be paid for by the people who use
13 the services?

14 MR. DeGENNARO: Well, I guess I couldn't
15 answer that question without giving it considerably
16 more thought, but as you may know, I wrote an
17 article recently on this whole subject and my point
18 of view was that this is a mixed economy that we
19 are in, and that one should not get too rigid about
20 what should be paid for and what should not, and that
21 many of these decisions can be made on an ad hoc
22 basis to respond to particular situations in an
23 environment.

24 I charge certain fees in my library for
25 photocopying, for bibliographic search service, and

1 so on, but we give a lot of other things away free
2 and it depends on the particular situation and the
3 mix, and I think that the only thing that I could
4 say about that is to reiterate that we should really
5 hang loose on that question and not get too rigid
6 about it.

7 DR. BURKHARDT: Well, thank you, Mr.
8 DeGennaro.

9
10
11 DR. BURKHARDT: Eugene P. Kennedy, Dean
12 of Libraries, New York University, New York, New York.
13 Gene.

14 MR. KENNEDY: Good morning.

15 DR. BURKHARDT: Did you hear what I told
16 Mr. DeGennaro?

17 I don't think it is necessary to read
18 your paper to us again. We read it, but if you want
19 to add something or bring out something that you
20 particularly want to be sure that those who even
21 read it should hear, please say it.

22 MR. KENNEDY: I think my chief concern
23 is the passage of time in the problem of money for
24 libraries everywhere when we stop and review the work
25 of the Commission. This is now a second Commission,

1 and the first commission dates back to the mid-'60's.
2 We soon will be celebrating a tenth anniversary
3 and at a recent meeting of the Association of Research
4 Libraries, our British colleagues admonished us to
5 some extent on the inability to come to a point in
6 making decisions and moving ahead with the job, and
7 I think that is the critical issue.

8 I think most of us know what is needed
9 into an action mode. I think many, not only among
10 research library groups, but others in education have
11 reservations about the ability to mount a national
12 network that is based upon too much reliance on
13 the state library agencies.

14 My reservations there are based upon
15 knowledge, a little bit out-of-date perhaps, but
16 nevertheless knowledge based on visits to many of them
17 in the latter part of the 60's, and I question
18 whether the expertise is there in the State agencies,
19 in many cases, to deal with the complexities, the
20 kinds of programs that are of concern to this
21 Commission.

22 Secondly, there is a technical flaw or
23 inconsistency in the whole situation, and that is
24 that there is in many states no bibliographic relevance
25 in terms of one part of the state to the other. People

1 in the Philadelphia area, for example, do not relate
2 to Pittsburgh.

3 Before coming to New York I was in Missouri.
4 In Kansas City you had no relationship, bibliography-
5 speaking, to St. Louis, and St. Louis related Illinois,
6 and I would draw the Commission's attention to the
7 work done by the office of education mounting its
8 research and development centers which is a national
9 network where they had a group study how the countries
10 could be divided, educationally speaking, so that
11 the elements that normally met with across the
12 country would be formed into a network that had some
13 relevance, and I think that is one of the major
14 stumbling blocks.

15 DR. BURKHARDT: Wouldn't you say it is
16 really a matter of what function we are talking about?

17 I think bibliographic control then
18 obviously could and should be done in a much larger
19 framework and the state ought to be regional at least
20 federal probably, or national, I should say, rather
21 than federal. There are other functions that are
22 quite properly and most effective, most efficiently
23 done on the state level. I fail to see what in our
24 program alarms you and Mr. DeGennaro about the
25 undue emphasis on the state.

1 What functions are you talking about that
2 we should know?

3 MR. KENNEDY: I think we are talking
4 about that we ought to insure that there will be
5 appropriate administrative interrelationships among
6 the states because in many sections of the country
7 to develop networks or modules of network systems,
8 you are talking about in some cases three and four
9 different states that would have to be involved at
10 a given time.

11 DR. BURKHARDT: I am well aware of that.

12 MR. KENNEDY: I mean this is a very
13 difficult problem to surmount and --

14 DR. BURKHARDT: But, as you know, there
15 are quite a number of interstate networks already
16 either in building or in operation. OCLC is a prime
17 example and in trying to define an interstate
18 function that is not easy either because again
19 they vary. The New England Nette-Net has a different
20 kind of administrative funding base, say, from
21 Solle-Net and so on. Some of them are automated
22 and some of them are manual -- all kinds of different
23 problems.

24 And the interstate function is a very
25 difficult one to define, except abstractly when it

1 gets down to how does it work concretely. It is not
2 easy.

3 MR. KENNEDY: That is way I suggested,
4 perhaps, studying the model that has been in effect
5 for a number of years now and reach the --

6 DR. BURKHARDT: OCLC.

7 MR. KENNEDY: No, the Office of Education
8 and Research Development centers would meet the
9 needs of the elementary and secondary schools
10 throughout the country. They have been functioning
11 now for about ten years.

12 MRS. MOORE: It is not quite effective
13 because --

14 DR. BURKHARDT: I know one effective one,
15 that's all.

16 Mr. Casey.

17 MR. CASEY: As you are aware, the
18 Commission asked Dr. Elizabeth Stone to prepare a
19 program to continue education of librarians. That
20 document has been turned over to the profession
21 for implementation.

22 On page 3 you asked for retraining and
23 I am wondering if you think the program that we have
24 turned over to the profession will serve the purpose
25 that you advocate, and I am wondering how practical

1 you think that Dr. Stone's document is.

2 Do you think it can apply in a situation
3 wherein you say the Commission should assume a
4 partial responsibility to see that legislation is
5 introduced in the retraining of librarians.

6 Do you think that that training could be
7 included in Dr. Stone's document?

8 MR. KENNEDY: Unfortunately I am not
9 familiar with Dr. Stone's document. I really can't
10 directly answer that question.

11 I think it is a very important problem.

12 DR. BURKHARDT: Mr. Lerner.

13 MR. LERNER: This morning I got to feeling
14 that you said ten years is too long to wait and we
15 ought to get moving. On the other hand in your
16 testimony, which was written, you asked whether this
17 is the time because of the recession we are in,
18 and that possibly this is not the time for new
19 legislation, and you said, Mr. Kennedy, that it is
20 more realistic to expect that a program can be
21 started through a combination of amending existing
22 legislation along with preparing new legislation.

23 Will you give us some broad outlines
24 in twenty five words or less as to what you have in
25 mind?

1 MR. KENNEDY: Yes. For example, the
2 American Association of Universities has established
3 a series of ad hoc committees to either amend or
4 recommend new legislation relating to the higher
5 education act. I happen to be on the committee
6 dealing with libraries. The committee is planning for
7 a meeting with the Association of Research Libraries,
8 Federal Relations Committee in Washington in the
9 early part of June.

10 I think much emphasis will be given then
11 to seeing what can be done in Congress at the present
12 time to try to get some elements of what might
13 be called national network written into existing
14 legislation.

15 There are things that we have now such
16 as the matter of the national service lending library
17 concept that Mr. DeGennaro spoke about. You could
18 very easily go into this legislation.

19 DR. BURKHARDT: It is very little in
20 our program that needs new legislation. You could
21 get a good part of it done with existing legislation
22 if you could get it funded.

23 MR. KENNEDY: No. I think there is
24 a feeling on the part of some librarians with whom
25 I have discussed the work of the Commission, that there

1 has been a holding off with the idea of coming up
2 with a more grandiose plan than we have had before,
3 and perhaps that is just based upon a lack of proper
4 understanding of the work of the commission.

5 MR. TREZZA: Gene, the Commission is aware
6 of existing legislation and needs to look at it
7 when it comes up for either extension or demise, as
8 the case may be.

9 For example, we are attempting a study
10 which will start this summer on the whole problem
11 of extending and strengthening revision of the
12 LSCA. We have also been concerned about HEA, but
13 I must say the profession has been very slow and it
14 is supposed to expire June 30 of '75. We have got
15 that one year extension and from this date no
16 association, ARL, ARLA or anybody else has come
17 up with any recommendation for revision other than
18 simply saying, "We haven't gotten around to it yet.
19 Why don't we just extend it?"

20 So I do agree with you that we of the
21 profession as a whole are going to have to do our
22 homework in a hurry.

23 MR. KENNEDY: I think the work of the
24 AAU is very encouraging because they projected the
25 work of four major higher education associations to

1 see what their priorities are. They have done
2 this very recently through our own university. None
3 of them have libraries as priority. They feel that
4 certain items are going to be hatched in Congress
5 and they are at this point going to give up libraries
6 and we are going back with them hoping to get that
7 kind of support. I think one of the most detrimental
8 things to our whole program at the present time is
9 the extremely distressing situation with the
10 office of education. I had occasion to be there
11 last week and for all practical purposes what was
12 once a bureau has now reached the level of a branch
13 and I think to consider the problems that we have,
14 naturally with the work of the commission and the
15 national network trying to really get it off the
16 ground without having a vital and forceful program
17 within the Office of Education is going to make it
18 extremely difficult.

19 I would hope that the Commission might
20 be able to do something.

21 DR. BURKHARDT: We feel the same way.
22 We are having our trouble getting off the ground
23 ourselves.

24 Mr. Becker.

25 MR. BECKER: Gene, I just wanted to

1 clarify something and perhaps it isn't as clear as
2 it should be in our program document.

3 But there are objectives to the national
4 program, the last of which deals with the national
5 network and which involves centralized services to
6 achieve economies, and also the establishment of
7 resource centers for collection development, again on
8 the national basis.

9 Now I think that we see the funding of
10 those elements of the network as being independent of
11 the states and not through them, but the intra-state
12 and multi-state development would have largely to do
13 with many of the first seven objectives and would be
14 administered that way. There is no reason why the
15 latter part, that is the eight objectives, the
16 network, these centralized services would have to be
17 administered by the states, and I don't believe we
18 have that in mind.

19 MR. KENNEDY: No.

20 I think one of the problems in this whole
21 area is just a misunderstanding of the relationship
22 as viewed by the commission on the part of many
23 librarians regarding the role of the state agency.
24 I think if that problem can be somewhat resolved,
25 various groups that are involved in this program might

work together.

DR. BURKHARDT: Okay. One more question.

MRS. MOORE: I just want to make a comment.

I would like to solicit on behalf of the Commission -- I hope you are aiding and interpreting the time frame. You know, the Advisory Commission was not appointed until 1967 and went out of business in 1969. The new Commission did not get off the ground until 1971. That is a four-year span right there. That's two years out of the ten years that you set.

There was four years when nobody was in business, and one of the things that we have consistently cautioned the profession about and asked their indulgence and help was not to expect too much too soon, and we solicited people of your stature to help us get this across. This is extremely important, just the time frame as far as we consider it, and we ask your help in this area.

MR. KENNEDY: Okay.

DR. BURKHARDT: The next witness is Milton S. Byam, Director, Queensborough Public Library, Jamaica, New York.

1 Mr. Byam.

2 You sent in your testimony and I would
3 like you to just talk about it rather than read it
4 and tell us what you want us to register, and then
5 we will ask our questions.

6 MR. BYAM: I would like to say a few
7 words. I don't have much in the way of additional
8 testimony to give this morning. I don't feel it is
9 the mission of this Commission or indeed any Federal
10 body to seek to preserve the public library per se,
11 but I do feel that there is some need to promote
12 library services to all of the citizens of this nation,
13 and I don't think we have gone about it in quite
14 the right way with our tremendous dependence on
15 local resources, which have been kind of dripping away
16 bit by bit.

17 The last two libraries in which I have
18 served I have noticed that the proportion of the
19 budget which is extended to public library service
20 had begun to erode as other services began to seem
21 more important, and indeed this is in the face of a
22 tremendous increase in City resources.

23 It is my feeling that this was a way which
24 made it possible for the public library to grow and
25 be nurtured through tax funds available to the city

1 which apparently now has dried up and that merely
2 the extension of additional money through these
3 public libraries on a per capita or other basis it
4 seems to me is not going to assure the people of the
5 United States that they are going to get services
6 anywhere they are at the level they are. We need
7 a device which will do two things: One, assure
8 the kind of funding that the tax structure assured
9 the public library continuation; and, two, a quality
10 kind of portion which will make it possible for us
11 to move forward in all libraries in extending better
12 service than we presently are, and I don't think that
13 the present funding, or indeed some of the projected
14 plans make allowances for this kind of thing.

15 DR. BURKHARDT: Do you think the services
16 in the Queensborough public library system has been
17 deteriorating as a result of the tightness of funds?

18 MR. BYAM: I think this is true in all
19 of our large cities that serious services are deterio-
20 ating and that it doesn't only take money, of course,
21 but it will --

22 DR. BURKHARDT: It is both money and time.

23 MR. BYAM: Yes.

24 DR. BURKHARDT: Lou.

25 MR. LERNER: I gather from what you say,

1 or I am not sure, that you can't completely agree
2 with the proposal of the Urban Libraries Council on
3 the per capita funding for urban libraries.

4 You are familiar with that proposal?

5 MR. BYAM: Yes, I am.

6 MR. LERNER: Would you come in on that,
7 please?

8 MR. BYAM: Yes. I would be happy to.

9 I, of course, will stand in line with the
10 others as we go to get the money. However, I don't
11 see this as a long-term solution to the problems of
12 libraries throughout this nation. I'm not certain --
13 in fact, I'm fairly certain that merely extending
14 dollars, merely adding more money from some other
15 source, and we take it all from the same source, in
16 fact will in any way add to those two things, which
17 is assuring continued funding for what are good
18 services throughout this nation and extending services
19 on some kind of quality basis in the future.

20 DR. BURKHARDT: Mr. Dunlap.

21 MR. DUNLAP: What do you see as the
22 possible solution, if it is not more money?

23 MR. BYAM: Well, I am not saying it is
24 not more money. At the same time, I am just saying
25 the way we spend the money.

1 For example, I think of the possibility
2 of our making an effort to improve those services
3 which are obviously quality services in this nation,
4 and which are already in fact extending themselves
5 beyond their libraries, beyond their borders, beyond
6 even this nation in the extension of services and
7 therefore carrying out one of the aims of this
8 Commission -- aiding those libraries so that they can
9 continue to do things, because they are the very
10 services that will disappear if they get in trouble
11 financially, you see, and therefore assuring ourselves
12 that exemplary services can continue would be one
13 thing.

14 And when I say exemplary services, I go
15 straight across the board and include all the
16 university libraries which have materials and quality
17 people to provide services to this nation which are
18 not doing it now, to the extent that it could be
19 furthered.

20 MRS. MOORE: Mr. Byam, there was an article
21 in the Wall Street Journal which you may have seen.

22 MR. BYAM: Yes, I did.

23 MRS. MOORE: And it said, if you look
24 hard in libraries now you might find a book.

25 MR. BYAM: Yes.

1 MRS. MOORE: The picture was, of course,
2 a discussion of all the things that the libraries
3 are now doing.

4 MR. BYAM: Right.

5 MRS. MOORE: You know, lending pictures
6 and going away out, having all sorts of programs
7 in the library to attract their various publics,
8 and the total of the article, I would say, the way
9 I judged it, was that the writer of this article
10 failed to say at least that in hard times, such as
11 we are having now, that the libraries were neglecting
12 their principal function, which is dealing with
13 books and information to the people in favor of
14 these other services.

15 What is your reaction to that?

16 MR. BYAM: I think that was aimed
17 essentially at the public library and I, in fact,
18 agree that this has in fact occurred, and I agree
19 that it should have occurred.

20 I feel that today's cities are made up
21 almost entirely of populations which are not book-
22 oriented, or not aware of the value of print and
23 in fact are being taught in the schools that there is
24 no value in the reading of print.

25 I think it is imperative for the library

1 and the public library generally to promote the value
2 of print, not only because it is our business, but
3 because this nation sits on that and it cannot continue
4 to exist if we do not further the ends of reading
5 and print, and the value of the past contributions
6 of our society.

7 However, there is very little point in
8 having the print sitting in a repository for a group
9 of people who are unaware of it, uninterested in it,
10 and, in fact, uninvolved in it. And, therefore,
11 these programs which I feel are properly a part of
12 the library mission, give us an opportunity to make
13 the people in the community aware not only of the
14 fact that the library has print and has these other
15 resources, but that the library can demonstrate the
16 language between a photograph, a frame print, a
17 bit of audio visual material and a book, and that
18 exists.

19 MRS. MOORE: One final thing.

20 I wonder if the Wall Street Journal
21 will have any communications from people such as you
22 in regard to that article.

23 MR. BYAM: They never ask people such as
24 me.

25 MRS. MOORE: Well, you could write a

1 letter.

2 COL. AINES: In reading your testimony --

3 MR. BYAM: Yes, sir.

4 COL. AINES: -- I find a rather interesting
5 comment that you have made and very briefly it says:
6 "It is to those libraries and information services
7 presenting aggressive and innovative proposals to
8 exploit existing knowledge resources, and to establish
9 new pools of information, that support should be
10 extended."

11 Now, this is a different voice --

12 MR. BYAM: Yes.

13 COL. AINES: From the ones we usually hear.

14 Now I would like to ask you in the very
15 short time that we have, obviously, hopefully in
16 two or three sentences.

17 How would you extend your thoughts, bearing
18 in mind what the role of the Commission is, so that
19 we could understand in writing the kind of future
20 legislation we hope to write, we can capture your
21 thought?

22 MR. BYAM: Well, the Library Service
23 Construction Act, and this is the Act for the most
24 part that I speak to under this although not
25 exclusively, it is the big one and while it has been

1 of some aid in giving opportunity to some libraries
2 to demonstrate new types of programs, new experiences
3 which have been in some cases copied by other
4 libraries, I think for the good of all no coherent
5 program has or can come from this in the way that it
6 is presently administered, which is through the
7 states, which varies therefore on a state-wide basis
8 in the effect and effectiveness of the actions taken,
9 which results in the kind of pool sharing of the
10 dollars which are available in the best of states
11 where their best library can't get a few dollars
12 more to do a job because it would be unfair to the
13 other libraries, and let's look among the libraries
14 and choose those programs which each of them presents
15 which equals given numbers of dollars and so on.

16 I think this is wrong as a policy stand
17 for an overall national program in the library field
18 because, one, we need some programs to be maintained
19 in the face of any other financial considerations
20 which exist, and, indeed many people have already
21 recognized this.

22 The National Endowment for the Humanities
23 has extended funds for the New York Public Library,
24 the State of New York has written special legislation
25 to extend service to the New York Public Library

1 because of the tremendous resources which exist
2 there, which we would hate to see disappear or
3 as is already happening for the New York Public
4 Library being eroded, disappearing, not being
5 accepted and not being processed because they do not
6 have the funds to do this thing.

7 Now somebody is going to have to take a
8 look -- this is a national resource, -- to do something
9 about that kind of thing.

10 I think of the District of Columbia
11 Public Library where -- you know, I worked up until
12 very recently and here is a library which is
13 maintaining service for the entire metropolitan
14 region which makes it possible for the State of
15 Maryland and the State of Virginia to do without
16 central libraries of any size in the proximity to
17 the District of Columbia Public Library. Well,
18 somebody should pay for that other than the District
19 of Columbia Public Library and the result is that
20 in fact the District of Columbia Public Library
21 services get eroded and rot away underneath with
22 no one watching and with this resource possibly
23 disappearing and dependent entirely on its own
24 community for funds.

25 DR. BURKHARDT: One more question.

1 MR. LERNER: You have obviously read the
2 national program that the Commission has produced.

3 MR. BYAM: Yes, I have.

4 MR. LERNER: Except for making you feel
5 better as a librarian of a broad level, would you
6 react to it as a librarian of an urban library with
7 a lot of problems?

8 MR. BYAM: Well, yes. I don't think it
9 solves my problems. The report, in fact, does not
10 from my point of view.

11 Well, I would say nothing but disappoint-
12 ment for the large public library situation in the
13 face of the Commission's program. I see how it
14 comes about -- that, in fact, this will extend services
15 for lots of little people across the nation but I
16 am already able to do on a very local basis most of
17 what you are promising this nation, and in fact can
18 probably do it better right now with a little money.

19 So I am not one of those enthusiastic
20 about this program from our point of view.

21 MISS SCOTT: What was your experience
22 about another political entity beyond the regional
23 and the sub-regional level, what was your experience
24 with, for example, the COBE relationship of a cross-
25 state border and state lines for the Metropolitan

1 Council of Government and its library committee, which
2 I think is a rather interesting comment?

3 MR. BYAM: Yes.

4 And we have both the COBE in Washington,
5 D.C., Metro in New York, and some of the others,
6 both of which I have worked with and have served on
7 boards. It seems to be a fine organization trying to
8 do a needed job. However, one of the difficulties
9 with this that I see is that that helps create the
10 incoherency that I find and one of the difficulties
11 that we have in both situations is that many of the
12 libraries which are participating in these organiza-
13 tions are defensive about the operations of this
14 so-called metropolitan operation and organization
15 and feel that the organization is getting in the way,
16 performing some of the things they should be per-
17 forming and indeed duplicating functions and this
18 kind of thing, and while they perform what is
19 essentially a very important function in bringing
20 together the libraries and in sharing expertise among
21 the libraries, I think the basic overall thrust of
22 most of these metropolitan types of regions is in-
23 coherency to add to the inability of the total
24 library organization within that area to respond to
25 the service needs of the community actively.

1 DR. BURKHARDT: Okay, thank you very
2 much.

3
4 DR. BURKHARDT: Let's hear from Mr.
5 William I. Bunnell, vice-president/president-elect,
6 the Library Association, Dover, New Jersey.

7 MR. BUNNELL: You have all read our
8 testimony that was written on sort of a committee
9 basis and has been spread among the people in the
10 association.

11
12 One point that we did not make that we
13 would really like to have clarified for us and I
14 think for many people throughout the country is
15 a clear definition of the standards that should be
16 written in order to meet your objective one of
17 minimal library services. We have them in New
18 Jersey. I think most states do have them. But we
19 would like to know what the Commission feels so that
20 we can also work on up-dating our own standards.

21 I also feel, as do a number of people in
22 the New Jersey Library Association, that while many
23 librarians know about the Commission and the work
24 and the proposed national program, the people who
25 use libraries at all levels and the people who

1 ultimately are going to pay for any program know
2 very little about the Commission, know very little
3 about a national program and what it can mean for
4 them, and is there going to be a form of attempt to
5 get some popular information to people who are going
6 to pay for this.

7 DR. BURKHARDT: Well, there are two
8 questions. The last one, I think with the White
9 House conference, if that is coming, there is going
10 to be a tremendous amount of opportunity to get a
11 partial understanding of the national program and
12 the country's library needs done that way with each
13 state playing its part.

14 I think Roger MacDonough also mentions
15 the need for a more popular submission of this
16 national program and those things, I think we
17 definitely have in mind.

18 Now the question of minimum standards.

19 Of course there are minimum standards
20 already in existence --

21 MR. BUNNELL: True.

22 DR. BURKHARDT: -- which are not being
23 lived up to for the most part.

24 The ALA minimum standards almost without
25 exception don't exist in most of the libraries in

1 the country. I don't know about New Jersey.

2 Have you got minimum standards that
3 are lived up to in your state?

4 MR. BUNNELL: Only about a third live
5 up to them.

6 DR. BURKHARDT: About 30 percent. That's
7 pretty good, I would say.

8 So that we have got enough minimum
9 standards now if they were only lived up to. So that
10 I don't think we need any national commission to set
11 any more.

12 Do you agree with that, or do you think
13 maybe there should be some more realistic ones?

14 MR. BUNNELL: I think that perhaps some
15 more realistic ones should be developed. At least,
16 that's the consensus of the people that I am talking
17 for.

18 DR. BURKHARDT: Abstractly, I see your
19 point, but there is bound to be less good than the
20 present minimums, aren't there?

21 MR. BUNNELL: True.

22 DR. BURKHARDT: Mr. Casey.

23 MR. CASEY: Mr. Bunnell, on page 2 you
24 make the reference to the New Jersey plans. Will you
25 expand on that phrase a little bit and tell me what

1 you mean?

2 MR. BUNNELL: The New Jersey plan is
3 a plan of services that was developed after the
4 Gaver and Martin report back in the 60's. What it
5 has done is to establish throughout the state,
6 really, a very basic system. We have divided the
7 state into 24 area libraries and we also have four
8 research libraries.

9 What happens is, if someone at the local
10 level cannot answers or materials, they move upwards
11 to the area libraries; if the area library cannot
12 find it, it goes to one of the research libraries.
13 This is presently being studied by a library
14 development committee, and we hope to come up with
15 an amended plan.

16 We have now been operating this way for
17 approximately ten years. It is now being evaluated
18 and hopefully expanded.

19 MR. CASEY: Would these 24 area libraries
20 work feasibly into our national program in terms
21 of interlocking all libraries?

22 MR. BUNNELL: I think very much so. In
23 fact, we have just sent back, in light of the
24 national plan -- at least we have been talking with
25 the executive board level of the New Jersey Library

1 Association, along with the State Library who does
2 administer this area program. We are sending back
3 some recommendations to make the adjustments that
4 are being proposed in the present program to come
5 more in line with some of the plans that we read
6 from the National Commission.

7 MR. CASEY: Thank you.

8 MRS. MOORE: Is there another question?

9 Mr. Velde.

10 MR. VELDE: I just feel that in your
11 report you are not too pleased with having New
12 Jersey go in the direction of New York or Philadelphia
13 for aid, you would rather develop a stronger New
14 Jersey system.

15 MR. BUNNELL: We would very much like
16 to continue to develop and strengthen the system
17 that we already have. Many times we feel, as
18 most travelers do, that New Jersey is that turnpike
19 between New York and Philadelphia, a place without
20 any identity of its own, and we feel that we have
21 good resources. We feel that we have good people.
22 We would just like to really continue and have a
23 strong system within our state that can look into
24 a national program.

25 That is not saying that we wouldn't want

1 to use and wouldn't take advantage of New York and
2 Philadelphia, and we do.

3 MRS. MOORE: Mrs. Wu.

4 MRS. WU: Just a few words to go back
5 to the minimal standards.

6 Since there are ALA minimal standards to
7 meet the needs of the different types of libraries,
8 are you suggesting that the National Commission
9 should develop, as you said, a more realistic
10 national study for all or different types of libraries?
11 What would you suggest in terms of a realistic
12 standard?

13 MR. BUNNELL: I haven't gotten to the
14 point of really suggesting standards, but a number
15 of us were talking and felt that we really should
16 look at some of the existing standards, not only
17 ALA, but some of those promulgated by the states,
18 and see if there isn't a more realistic goal that
19 we can set that more libraries in the country can
20 meet, hopefully without reducing quality too much.

21 But if there are so many standards and
22 some of them complement each other, some of them
23 really do disservice to people because they are so
24 low.

25 MRS. MOORE: Mr. Trezza.

1 MR. TREZZA: Mr. Bunnell, that is an
2 area that we have been concerned with in the
3 Commission, and in fact we are working right now in
4 trying to get a study under way this fall which is
5 going to attempt to look at the national inventory
6 that was done in '65, which was based on the Board
7 of Libraries were against standards, and look
8 where libraries seem to be today, both on the national
9 and on the sampling state basis against existing
10 standards, and then try to determine on that basis
11 what are the gaps and also what are the gaps in
12 the standards, and what might be developed.

13 So I do think that the suggestion is
14 a good one and we are looking towards it. Our
15 problem is that we are reluctant to talk about
16 a National Commission standard, per se. What we
17 would talk about is maybe some kind of a national
18 commission measurement stick and let the associations
19 continue to take responsibility for developing
20 these standards along with anything else.

21 MR. BUNNELL: I think this would satisfy
22 my constituency very much.

23 MRS. MOORE: Any other questions?

24 Thank you very much, Mr. Bunnell, for
25 appearing.

1 MRS. MOORE: Our next witnesses are
2 Ms. Ann Calvert and Suzanne S. Brotman.

3 Are they here?

4 Since you are both listed together you
5 might just come to the table and complement each
6 other's testimony. Ms. Calvert.

7 MS. CALVERT: Yes.

8 MRS. MOORE: You heard what we have told
9 the others, I presume.

10 MS. CALVERT: Yes, I have.

11 MRS. MOORE: We have had your testimony
12 and most people have read it. Would you like to
13 add anything further to your testimony?

14 MS. CALVERT: Well, I would just like
15 to say that it is interesting and perhaps a bit
16 ironic that we are meeting here this morning in
17 the Pennsylvania Room, and in the State of Pennsylvania
18 to discuss a national network and a national program.

19 In view of a recent report by the
20 State Librarian which cites us as 40th in number of
21 volumes per capita, and 46th in circulation. I think
22 this points up very well the need to spruce up our
23 state library system a bit and to speak to the con-
24 ditions in the public libraries particularly.

25 I must recognize at the outset that I

~~Ms. Brotman~~

1 do have a very strong public bias as a member of
2 the board of Friends Free Library here in Philadelphia.

3 MRS. MOORE: Would anybody have any
4 questions?

5 MR. CASEY: Yes, Madam Chairman.

6 Ms. Brotman, you realize 60 to 75 percent
7 of the budget of public libraries now go to salaries
8 and benefits.

9 Now would you allocate a larger percentage
10 of the budget for salaries, thus reducing the amount
11 available for library materials and library supplies?

12 MS. BROTMAN: Is that directed to me?

13 MR. CASEY: Yes, it is directed to Ms.
14 Brotman.

15 MS. BROTMAN: I don't feel that I am in
16 a position to set any percentage figures that should
17 be allocated to various items in the budget. The
18 point that I hope to make in my written testimony is
19 that I feel that public libraries have been under-
20 funded across the board, and I have been concentrating
21 on the question of staffing, but I think they need
22 more input, as far as the money is concerned, for
23 all the services and other aspects of the budget, as
24 well as for staffing.

25 MR. CASEY: Okay. In the section on

1 understaffing on page 8 of your testimony, I am
2 wondering, do you think that curriculums of libraries
3 should be increased in order that the training will
4 better serve public libraries?

5 MS. BROTMAN: Well, I think if the net-
6 work becomes reality and as this technology becomes
7 applied to libraries more and more it is necessary
8 that librarians be trained in a different way and I
9 think the only experience I have with the training
10 of librarians is the training that I am getting right
11 now.

12 And I think the library schools are already
13 showing a willingness and a responsiveness to meet
14 the needs that are coming much faster than any of
15 us anticipated a while ago.

16 MS. CALVERT: I would like to speak to
17 that, if I may. I have pointed out in my testimony
18 that I think there is a lag between what the library
19 schools are currently offering and what is available
20 and how you can practice it when you do get into the
21 market. We are turning out many, many catalogs, and
22 if the national program becomes reality these
23 people will be out of a job and a person who is
24 trained to be a cataloger is not only by personality
25

1 but not by training qualified to deal with the public.
2 And I think that this is a very real problem that
3 needs to be spoken to.

4 MS. BROTMAN: I might add also, we are
5 getting some familiarity with the computer technology,
6 and yet speaking from my own experience and some of
7 a small medium sized public library, it is going to
8 be a long, long time before anyone working in those
9 libraries is going to see a computer.

10 MRS. MOORE: Mr. Lerner:

11 Before you do that, we didn't give Ms.
12 Brotman an opportunity to comment on her testimony,
13 to see if she wanted to add anything to what she
14 has already sent in. If you would hold your
15 question for a minute until we give her an opportunity
16 to do that.

17 MS. BROTMAN: Thank you.

18 The only thing I would want to add is --
19 there were two things.

20 One is, for nine years I served as a
21 member of the Board of Education and the experience
22 has left me very sensitive to the needs to communicate
23 with the public and to maintain credibility with the
24 public at all times. So that I thought it might be
25 worthwhile to mention.

1 I can see from the way the Commission
2 has been conducting the hearing that they are very
3 sensitive to the need to communicate with the
4 public, and I think it might be wise to keep a caution
5 in mind, insofar as the discussions of economies,
6 of scale that apply to networking.

7 In my experience, the taxpayer when he
8 hears the word "economy," he usually thinks, well,
9 he is not going to have to pay as much taxes, but
10 usually when someone talks about these things, someone
11 in public life talks about these things, what they
12 are actually saying is we propose to provide you with
13 a service that you do not already have, or we
14 propose to improve a service that you have. We
15 propose to do it in a way that will be more economical
16 than any way it has been done in the past.

17 So this is an additional service and
18 networking would be very long, long range comprehensive
19 operation and I think it would be very important
20 not to make people expect that it would not be a
21 very costly undertaking.

22 There is no doubt that there are economies
23 of scale that can be obtained but at the same time
24 there are new complexities, new demands, the generation
25 of more information and while on paper there may

1 appear that there are ways that money can be saved,
2 I think in actual practice it will turn out to be
3 an extensive undertaking, and I think we have to be
4 very straightforward about that.

5 MRS. MOORE: That's a very excellent
6 comment.

7 MS. BROTMAN: I have just one question.

8 I was reading the third draft of the
9 national program and I was left with the impression
10 that while the Commission very heartily endorses
11 a campaign that would make the public aware of
12 information and its potential and where it's available,
13 I was left with the impression that the Commission
14 feels that the information industry in undertaking
15 an industry-wide public relations campaign would be
16 serving the national interest and that it could be
17 left with the information industry. I wonder if that
18 was a correct impression.

19 MRS. MOORE: I think not. But we will
20 let some of the other members of the Commission
21 respond.

22 Joe.

23 MR. BECKER: It was a correct impression
24 in the third draft but not in the fourth.

25 MR. LERNER: It's been excised.

53

1 MR. BECKER: I think we are very much
2 aware of the need to inform the community about the
3 kind of national program that has been suggested,
4 and in the comments received in the third draft, a
5 good many statements were suggested that this
6 responsibility be a joint responsibility rather than
7 assigned to any one organization. Consequently, it
8 has been eliminated from the program for the time
9 being.

10 MS. BROTMAN: Thank you very much.

11 MRS. MOORE: Now before we go back to
12 our questions that we had, I believe Mr. Lerner was
13 first and then Mr. Velde.

14 MR. LERNER: I would like to ask Ms.
15 Calvert to tell us about the work of the Friends
16 Free Library and exactly what you do.

17 And another part of that is, if the
18 Friends attempt to enforce legislation and in fact
19 take a political role as well as one giving teas
20 and smiling a lot.

21 MS. CALVERT: Well, because of our
22 tax status we are not allowed to take a political
23 stand; however, we have --

24 MR. LERNER: Not even in favor of more
25 money for libraries?

1 MS. CALVERT: Well, we have given testimony
2 at city council hearings in the past and last year,
3 as a matter of fact, the budget came back from
4 the budget director's office with \$1,000,000 less
5 money than the libraries had counted on, and the
6 Friends were very successful, I think, in giving
7 testimony and rallying public support to --

8 MR. LERNER: Tell us how you did that.

9 MS. CALVERT: Well, we were asked to come
10 and speak to all the council members. We had
11 private interviews with council members, and we had
12 many friends in evidence at city council hearings
13 who made their views known.

14 The rallying cry, I think, was Sunday
15 closings. The library was going to have to be closed
16 on Sunday, and this really was quite a boon to
17 getting out public support, because they needed the
18 library to be open.

19 The Friends of the Free Library started
20 as an official organization approximately two years
21 ago and three new programs that we are now developing
22 I think you might be interested in.

23 One in particular is programs for deaf
24 people in a city institute branch of the Free Library
25 and story hours offered for deaf children by deaf

1 adults. I think that the deaf population is one
2 population that has been sorrowfully neglected by
3 the public library, and we are attempting to answer
4 a need and also to have a pilot program in that
5 area.

6 We have also had the teas and we have done
7 a lot of smiling, but that is also necessary.

8 MRS. MOORE: We will have time for one
9 more question.

10 Mr. Velde.

11 MR. VELDER: Ms. Brotman, I just wanted
12 to thank you for your bibliography. I think it would
13 help all the commission members to do their homework.

14 MRS. MOORE: Is there another question.

15 MR. CASEY: Ms. Calvert, on page 3 or
16 4 you make a reference to the Friends of Library
17 approving support of the public libraries and so
18 forth. Do you have library trustees that area also
19 meeting --

20 MS. CALVERT: Yes, we do.

21 MR. CASEY: -- here in support of your
22 library establishing policy?

23 MS. CALVERT: Yes, we do.

24 MR. CASEY: I would be hopeful that in
25 matters of records like this that recognition would

1 be given to the Board of Trustees of the public
2 libraries in your State in order that this very
3 important segment of people who volunteer their time
4 in behalf of libraries would receive proper credit.

5 MS. CALVERT: We have a very active and
6 fine board of trustees who are also quite instrumental
7 in giving testimony at City Council and in rallying
8 support.

9 MRS. MOORE: One final question to Ms.
10 Brotman. Just as a matter of curiosity, did your
11 service on the Board of Education influence you to
12 take training as a librarian?

13 MS. BROTMAN: I think I had a library
14 bias even prior to that service. Thank you.

15 DR. BURKHARDT: Ms. Brotman, I wasn't
16 here all through this, so I don't know whether the
17 question got answered, but in your paper you quote
18 about the Federal Government having primary responsi-
19 bility to insure that all who participate in the
20 national program are educationally equipped and
21 qualified to do their job, and then you ask are we,
22 as a commission, contemplating Federal controls of
23 accreditation.

24 I think I can answer the second question.
25 Very definitely, no, we are not.

1 But I can see why the phraseology or
2 the phrasing of that sentence put that thought in
3 your mind, and I think it has got to be fixed up.
4 We didn't mean what you took it to mean and we will
5 have to clarify this.

6 Actually the accreditation and obtaining
7 minimum levels of competency is a matter for the
8 various schools and the private, the non-federal
9 areas to get down to public libraries and so forth.
10 The profession has got to do that, but I think what
11 we intended to communicate there was that we have
12 got some responsibility to see to it that when funds
13 are needed to achieve levels of this kind of
14 competence, that it is the government as a whole,
15 the people as a whole that needs this sort of thing
16 and so we have a responsibility to support any
17 effort in that direction, and I think it is just a
18 kind of too short a statement to be that clear.

19 Does any other commissioner want to
20 comment on that? Have I got that right?

21 MR. TREZZA: I just want to say that I
22 think when you look at the document that you must
23 also keep in mind that even when we state an objective
24 we want to continue to engage it. The implementation
25 of that objective has not been developed, and that's

1 our next stage, and so when you look at it don't
2 always automatically assume that because the state-
3 ment is made that we have signed it. It simply
4 says this is a need. Someone has not to now begin
5 working on implementation, and in that stage you
6 determine where is the right place, how to do it
7 and so on.

8 MS. BROTMAN: At the time that I wrote
9 the paper I had only seen the second draft and I
10 think that particular matter is cleared up, at
11 least to my satisfaction, and the third is I don't
12 know anything about the fourth.

13 MR. LERNER: Neither do we.

14 DR. BURKHARDT: I don't want this
15 session with you to close without thanking you both
16 for having good testimony. The papers you wrote
17 are excellent and I hope you turn them in as term
18 papers and get credit for them.

19 MS. CALVERT: Will you repeat that for
20 our professors, please?

21 (Laughter)

22
23 DR. BURKHARDT: Mr. Charles Meadow.
24 You are from the Graduate School of
25 Library Science at Drexel; is that correct?

1 MR. MEADOW: Yes, sir.

2 DR. BURKHARDT: Now, as I announced earlier,
3 you may not have heard it, Mr. Meadow, that I don't
4 feel that you have to read your paper. We have read
5 it, but do give us any comments or additional materials
6 you want, and then we can start the question period
7 quite rapidly.

8 MR. MEADOW: Sir, if I may, I would like
9 to make a few comments which were generated by my
10 reading of the final draft, which I didn't have when
11 I wrote the first testimony.

12 My main point remains that I believe it
13 would be in the best interest of the Commission,
14 the profession, and the country, for the Commission
15 to write or sponsor the writing of a definitive
16 course, benefits and impact analysis of the proposed
17 program.

18 Throughout the document there are
19 references to the needs of various groups to possible
20 impact on the information industry and to the
21 national network as a solution for various problems.
22 I do not believe the interrelationship among these
23 elements are clear nor are the consequences of the
24 network creation. There are many demands for federal
25 funds these days, and I would like to see the

1 information profession take the lead in providing
2 with the requests the information needed to evaluate
3 it.

4 A few specifics along these lines:

5 In the final draft there is the reference
6 to a list of monographs on various relevant topics
7 provided by specialists consulted by the Commission
8 that this is not included.

9 I believe that one of the ways in which
10 the Commission's work would achieve better acceptance
11 would be to make public the information base
12 underlying its recommendation. I realize there are
13 publication deadlines involved, but many of us
14 have never found the information available to us.

15 I continue to feel that the goals stated
16 on page 4 are unrealistic. I feel that maybe in
17 politicking I would be convinced of its need or
18 the practicality if I were a member of the Appropria-
19 tions Fund.

20 Later, on page 12 there is a mention of
21 the information need of special constituencies. I
22 wonder how these groups will feel about the support
23 of this goal. Will they see benefits to themselves
24 in a program attempting to provide access to all
25 information to everyone, when they are lacking the

1 basic essentials of good libraries?

2 Third: I welcome the statement on pages
3 4 and 5 that the Federal Government will not control
4 the proposed network. That answered one of my
5 earlier objections, and I agree that further study
6 is needed to determine who should control it and
7 from where federal support should come.

8 From page 44 to 46 there are several
9 references to the impact of cooperative library
10 programs on the information industry and to the
11 Government responsibility for disseminating information
12 that it generates.

13 As your report stated, many people feel
14 that the Government should disseminate information
15 free or at a low rate for the benefit of all.

16 Now I can recall that when I was a
17 graduate student I got a good deal of otherwise
18 unattainable information free and quickly from the
19 then National Advisory Committee on Aeronautics --
20 perhaps it came from Mr. Becker -- but regrettably
21 there are ample counter examples and these lead one
22 to wonder whether the Federal operation of the
23 vast retail business is the most effective or
24 economical way to get the job done. Alternatives
25 should be investigated and measurements made of

1 existing services.

2 Similarly, I am not sure anyone knows
3 what the effect of interlibrary network is or will
4 be on the purchasing of new information or materials,
5 but it should be possible to find out.

6 I feel these questions should receive the
7 Commission's prompt and urgent attention or their
8 answers should be prerequisites of the policy guidance
9 called for on page 47, and which I agree is necessary.

10 That includes any added comments.

11 Thank you.

12 DR. BURKHARDT: I think your questions
13 are all good, and I think almost all of them still
14 need to be answered except maybe one. That fine
15 draft has pretty well answered on the individual
16 industry in "will the commission response?"

17 And Colonel Aines I would like to
18 respond to something that struck me.

19 First, I should say that apparently
20 Drexel has used the present thunderstorm as a
21 compliment to some of the comments that it's made.
22 I have taken notice of that. That's good planning.

23 You make a comment here about the
24 belief that you have that the Commission should have
25 something analagous to enviornmental impact statements.

1 which justify these recommendations.

2 I think you recognize the difficulty
3 of any such approach, even though it is something of
4 a fadism to follow that particular idea.

5 MR. MEADOW: Indeed, I do.

6 COL. AINES: As a matter of fact, to tease
7 you a bit, I would like to see the equivalent
8 produced by you in your comments that justify the
9 kind of criticisms you offer. When we put it in
10 that tone obviously we come to an impasse. We can
11 hardly do anything of this type, but I do appreciate
12 anyway on a more sober note what you are trying to
13 say: that everything we will be recommending will
14 be very carefully scrutinized and the applied set
15 of statements for the type you are looking for will
16 be sought.

17 Is this the point you are making?

18 MR. MEADOW: Yes.

19 I intended to say in my printed statement,
20 which I didn't read this morning, I hope it is
21 realized that I am not intending to criticize the
22 conclusions to which you have come. I am simply
23 saying that difficult as it may be, and I don't in
24 any way underestimate it, I am completely in agree-
25 ment with you on that, it would be very difficult to

1 do what I ask, but the fact is that suggestions are
2 being made, in effect money is being asked for
3 because this network is not going to come for free,
4 and I feel that some part of your resources should
5 be devoted to explaining this to considering the
6 alternative; not that I would ask you to change your
7 views.

8 I am saying help yourselves and help all
9 of us by explaining this and making available to
10 people what the options were, what is likely to
11 happen, what benefits will really accrue, not merely
12 saying: Here is the problem and here is the
13 solution, and now may we have our appropriations.

14 COL. AINES: I should explain to the
15 fellow commissioners that Dr. Meadows has spent over
16 a year with me in the office of science technology
17 looking at information programs across the board, so
18 I commend to you the fact that he is both knowledgeable
19 and has had experience in this area.

20 MR. MEADOWS: And learning a great deal
21 about how much easier it is to criticize than to do.

22 (Laughter)

23 DR. BURKHARDT: Mr. Lerner.

24 MR. LERNER: A comment and a question.

25 The comment, first, is based on your

1 asking what about the papers which acted as the
2 underpinnings of the program, and I, for one, feel
3 very strongly that those papers should be of public
4 record and eventually published by the Commission.
5 I think it is terribly important and it is a good
6 suggestion. We have talked about it in the past.

7 Secondly, I am fascinated with your
8 comments on the technological imperatives and what I
9 get out of what you say is the "public" will react
10 negatively in most cases to these technological
11 changes and I wonder, for example, what your feeling
12 is about the use of cable television. I know
13 that Drexel has taken the lead in commenting on
14 cable television vis a vis libraries. Will you tell
15 us what the future holds in that particular area?

16 MR. MEADOW: No. I'm really not among
17 the Drexel contingent that has specialized in this
18 field. My colleague, Professor Kenney is away
19 this year in Germany, and she is the real one who
20 has taken the lead.

21 But in a sense, perhaps, it does illustrate
22 the problem that when the question of cable television
23 first came out there was a great hue and cry for
24 using it in the public library and other public
25 institutions, and yet we find years later nothing

1 really has happened.

2 I went to a meeting --

3 MR. LERNER: No money?

4 MR. MEADOWS: Well, I suspect there may
5 be more than that.

6 I went to a meeting in Columbia, Maryland,
7 let's say, about two years ago, being held for the
8 purpose of reviewing -- I think it was a five-year
9 plan put out by the City of Columbia five years
10 previous to that, and in that plan there had been
11 quite an elaborate communications system to include
12 cable and five years later when they were reviewing
13 the plan, I think the meeting was sponsored by the
14 American Society for Information Science, some of
15 the people who came were representative of the
16 entrepreneurs who were developing Columbia, and their
17 point simply was that interest waned.

18 When it came time to actually thinking
19 about putting in the network, there really wasn't
20 anyone who had anything specific and they canceled
21 what they wanted to do with it, and lacking that
22 enthusiasm, nothing ever happened.

23 DR. BURKHARDT: Mr. Cuadra.

24 MR. CUADRA: We are struggling with the
25 issue of how does everything get paid for and

1 particularly the dividing line between things that
2 should be paid for with tax money and things which
3 should be paid for by users.

4 Do you have any comments or suggestions
5 on where that dividing line might be, or what kinds
6 of principles would be helpful to us to think of as
7 we address that problem?

8 MR. MEADOW: I am coming more and more to
9 have, I think, a minority dissident view on that,
10 and that is people should have to expect to pay a
11 little more for their information services than I
12 did when I was getting free material for my thesis
13 from Joe Becker.

14 I am new to this City. I am not really
15 well versed in its politics, but in recent days
16 we have learned that our school system is \$36,000,000
17 in the hole. Yesterday's papers brought the news
18 that the Supreme Court has overruled some grants to
19 the Pennsylvania parochial school system which will
20 cost the area \$13,000,000; that is the Philadelphia
21 area. That's \$39,000,000 missing suddenly from our
22 school system, which is rather bad.

23 When the Commission or any other body,
24 the Friends of the Free Library, whomever it may be,
25 comes and asks for substantial amounts of money for

1 library services, they are going to have to look
2 this \$39,000,000 debt in the face, and someone is
3 going to have to decide whether we need more: the
4 debt to be paid for the school system or new and
5 better information systems.

6 And, quite frankly, I think it would be
7 hard to decide in favor of more libraries. Again,
8 not that I am in favor of doing away with libraries,
9 but when we are talking about new money, here we
10 are with the very fundamental lack in our education
11 system, so I think that yes, that users who want
12 free photocopying from a library might be asked to
13 ante-up a quarter for it. It won't break them. It
14 might help the system.

15 I am talking about that order of magnitude
16 of payment, but I don't think that will hurt
17 anyone too badly. I think the users of these network
18 services, such as myself, can afford 25 cents now
19 and then, or even a dollar, and if people who are
20 using the library and photocopying, are probably
21 not the disadvantaged people that you mentioned who
22 are among the constituency you are trying to serve.

23 DR. BURKHARDT: Mrs. Moore.

24 MRS. MOORE: I am fascinated with your
25 statement here when you say "...it seems to me that

1 a better responsive campaign to improve the quality
2 and reliability of information systems would be
3 of great benefit to our country." I am not assuming
4 that you would mean for us to do that.

5 MR. MEADOW: No, I don't think that you
6 could accomplish that by yourself. I would certainly
7 welcome your getting into that arena and that refers
8 to something entirely aside from the library world
9 and refers to the information science part of your
10 title.

11 There are commissions and laws governing
12 such areas as privacy and better reporting and so on,
13 but I have a feeling that no one is looking at the
14 quality of information services in general, not
15 just library services provided. Possibly I am
16 oversensitive to the fact that I am a victim of
17 some relatively minor but very irritating business
18 practices recently. A simple example is after the
19 theft of three credit cards from our house, we found
20 that all three large companies, large and well
21 known, two of them had excellent systems for recover-
22 ing from this, and we were very pleased to find this
23 out. One had a system so bad I think it should
24 be almost criminal, and I think this hurts everyone
25 in the information -- it hurts everyone. It cost

1 them more money to recover from it because of
2 the battles we have had, it cost me more. It isn't
3 necessary. Simply when you are talking about a
4 public relations campaign to make people aware of
5 information, I think that awareness of that sort of
6 thing could help too; that everyone, who has an
7 information system of any kind, dealing with the
8 public, has a responsibility to see to it that it
9 works and works properly, and works responsibly.

10 DR. BURKHARDT: Any other questions?

11 COL. AINES: Could you tell me privately
12 what card I should do away with?

13 (Laughter)

14 MR. MEADOW: I would be happy to,
15 privately, yes.

16 DR. BURKHARDT: Mr. Becker.

17 MR. BECKER: Charlie, do you have any
18 idea on how we could go about doing a cost analysis
19 of the total program?

20 We have thought of this and until now
21 we now have a reasonably well-defined program. It
22 seems like it may be ripe to do that. Any suggestions?

23 MR. MEADOW: I think not that it would
24 take less than about four hours to make, frankly.
25 Again, I recognize and as Andy suggested, this is

1 not an easy problem. I don't suggest it is. It
2 would take a long time to plan it but I simply
3 urge that some of your efforts go into it.

4 DR. BURKHARDT: Miss Scott?

5 MISS SCOTT: No.

6 DR. BURKHARDT: Al?

7 MR. TREZZA: I just wanted to make a
8 statement. Those related papers you referred to
9 in the back of the program document will be published.
10 In fact, we have got something like 16 of them in
11 and they are now going to GPO for publication. The
12 balance of them, I think altogether there will be
13 27, will also be published.

14 We are fortunate in publishing one big
15 volume but that would take another year, and rather
16 than wait we are going to publish them as monographs
17 so you can pick and choose the ones you want. So
18 early Fall we hope to have them for you.

19 DR. BURKHARDT: Dan.

20 MR. CASEY: Mr. Meadow, you make a point
21 in your next to the last page about the fact that
22 the Federal government recognizes needs in education
23 and needs in library services, but those needs are
24 not satisfied at the local level.

25 I know that what you say is true, but

1 can you give us some opinion as to why this condition
2 exists?

3 Why is it the local people in their
4 towns and villages and cities and so forth are not
5 sensitive enough to educational library needs and
6 the result is we have to go to Washington thousands
7 and thousands of miles away to get Federal money
8 and things of that nature in order to provide the
9 things at the local level?

10 MR. MEADOW: I think it is a very profound
11 question, sir, and I am not sure that I really do
12 have an answer.

13 We had an election here yesterday and a
14 law and order candidate won. However, Philadelphia
15 seems to have, depending on the statistics you
16 read, among the very worst crime situations in the
17 City. We have allowed our school system to go into
18 debt. I don't understand it unless it is a fact
19 that on any given day these problems are not pressing
20 unless it has been your house that has been burglar-
21 ized, and only someone sitting in Washington with
22 a more responsible and broader point of view, and
23 perhaps somewhat relieved of having to solve the
24 problem on a day to day basis, can have the broader
25 view and recognize that something has to be done

1 on a longer term basis to just try to solve these
2 problems.

3 MR. CASEY: Thank you very much.

4 DR. BURKHARDT: Thank you, Mr. Meadow.

5
6 DR. BURKHARDT: Alice Dulany Ball,
7 Executive Director, the United States Book Exchange,
8 Inc., Washington, D.C.

9 MS. BALL: I am here testifying this
10 morning not for the United States Book Exchange but
11 for the Council of National Library Association,
12 and it is a pleasure to be able to come before the
13 Commission and offer you something rather than ask
14 for something.

15 We are offering a tool which we think
16 the Commission can make good use of in the years to
17 come when you are working on the further planning of
18 the national program, and on the implementation of it.

19 I would like to add a few things to the
20 short presentation which I made to you in writing
21 by way of clarification, and then you may have
22 further questions, since we put about 30 years of
23 history into two pages.

24 The Council of National Library Associa-
25 tions offers a time-tried forum for library

1 associations to come together and discuss problems
2 of all kinds and matters of library concern of all
3 kinds.

4 The Council forms a switching point
5 between the several associations, national associations
6 in this country, and there are the same associations
7 in the discussions which go back to them. It would
8 certainly prove to be, we believe, a conduit for
9 the Commission to use to pour into the agenda of
10 the council problems which you would like to have
11 discussed on matters of concern or information which
12 you feel the library community could give you help
13 on through this association complex and at the same
14 time the council could serve as a purveyor of
15 information back to the commission.

16 As you know from looking at my paper, a
17 great deal of what comes out of the CNLA is seminal
18 rather than actual, but there are very active things
19 which the council can do, particularly in the way
20 of committee action, which has provided some very
21 substantial additions to American librarianship,
22 and also from referrals after the Central Council
23 discussions have taken place, referrals of the
24 problems back to a particular library association
25 which can panel it, or in some cases has two or

1 three which combine with their particular interests
2 in a particular problem, can bring some light to
3 them and bring some solution to them.

4 This is a useful tool and it is perhaps
5 or certainly less well known than it ought to be
6 because it does operate with almost no funds. For
7 the first fifteen years I guess it operated with
8 no funds. Now the association pays a very small
9 membership fee which keeps the operation going. It
10 could perhaps serve considerably more effectively
11 if it did have a paid secretary but it operates now
12 without that.

13 MISS SCOTT: How often do you meet?

14 MS. BALL: Twice a year.

15 The board, which also does things as
16 an operating body as well as bringing things to the
17 general council, meets as often as necessary. Some-
18 times several times a year.

19 MISS SCOTT: Have you conducted special
20 studies or are you geared up to do things like
21 that or just discussing the general problems?

22 MS. BALL: Discussion of general
23 problems is, of course, the main function but specific
24 problems can also be discussed.

25 All the associations are equal in this

1 organization so that it is a sort of senate of
2 library associations and this means that sometimes
3 matters of moment to a very special part of the
4 library community can be brought into general dis-
5 cussion but, of course, the associations through
6 the various mechanisms of the council such as
7 joint committees or appointing an individual -- just
8 to give you an example, Jerrold Orne, as chairman
9 of the committee on Z39, which has been so effective
10 in working on library standards, that is the kind of
11 thing that can be assigned from council arrangement,
12 even though it has no funds of its own to do such
13 things.

14 DR. BURKHARDT: Is Z39 a committee of
15 the Council?

16 MS. BALL: It is under the sponsorship
17 of the Council. That is, it has been for many years.
18 This may change. But like the U.S. Book Exchange,
19 it may branch out into either sponsorship from
20 another funding organization or an independent life ...
21 and not probably for Z39, but this has happened to
22 other children of the Council like the U.S. Book
23 Exchange.

24 DR. BURKHARDT: Mr. Velde.

25 MR. VELDE: Ms. Ball, do you think that

1 your groups could give active support to the White
2 House Conference?

3 MS. BALL: Oh, I am sure that it could.
4 Now when you say "active", it couldn't do anything
5 that would require funding, but certainly it
6 could bring into the discussions and into the feed-
7 back to the associations that does occur after these
8 meetings.

9 MR. VELDE: Could you help form a com-
10 mittee of all the groups for the White House Conference?

11 MS. BALL: I certainly see no reason why
12 this could not be done. I am not the chairman of
13 the Council at this point. In fact, Mr. Efran Gonzales,
14 who is the current chairman, is sitting back there,
15 but I am sure that this would be very much in line
16 with what the Council could do.

17 MR. VELDE: Thank you, because we need you.

18 MS. BALL: Incidentally, we have had
19 discussions, I hate to say for how many years back,
20 of the proposed White House Conference.

21 In fact, this was brought up, if my
22 memory serves me correctly, about 15 years ago the
23 first time it was discussed in the Council as a
24 possibility.

25 DR. BURKHARDT: Andy.

1 COL. AINES: I am delighted to see you
2 again. I think first the record should show that
3 Z39 is a constituent committee of the American
4 National Standards Institutes.

5 MS. BALL: Yes, that's true.

6 COL. AINES: Unless we understand the
7 involvement we've had with it, but I think the
8 record should show it is an organization.

9 The question I have for you, however, is
10 why is it, and you may not be able to answer this
11 question...be not concerned if you cannot -- why
12 is it that this group that you talk about, CNLA,
13 has not over the years been able to act as a more
14 dynamic organization.

15 Has this been because it would be in
16 competition with the various constituent groups that
17 comprise it, or is there some other reason?

18 MS. BALL: Well, I certainly would not
19 attempt to give a single answer to this.

20 There are a good many parts of the
21 reason and I don't know what all those parts are.
22 I do know that it was proposed and the proposal is
23 still not dead, although in these economic times it
24 is certainly dormant. It was proposed that the
25 Council should become a group of libraries, that is

1 an umbrella service, if you like, to libraries like
2 the American Council of Learned Societies, and to do
3 that there were a number of things that needed to
4 be done, and the funding was never achieved. I think
5 all the other things have been done, the matter of
6 organization, reorganization, clearing up of
7 objectives -- all of this has been done but it is
8 possible that at some future time that could come.

9 Now that doesn't answer your question
10 except to say that I think the achieving of a paid
11 secretary would be the first thing that would be
12 needed. Operating on a purely volunteer basis, it
13 almost is precluded from the kind of activities that
14 would make it more dynamic but at the same time,
15 perhaps, dynamism is not the only virtue towards an
16 organization of this kind.

17 In its very low key operations over this
18 period of 30 years it has certainly not attacked
19 all of the problems, but it has gone up to some and
20 solved them.

21 COL. AINES: Well, if I may, just to
22 pursue this a little bit more. It just strikes me
23 as extraordinary that something as revolutionary in
24 the total community as the national program offered
25 by the National Commission comes into being and your

1 organization is not responding specifically to the
2 contents of that program, and I wondered how it was
3 organized and its strength internally and why it did
4 not, as an element, address this problem.

5 MS. BALL: I don't know that I can answer
6 that and perhaps Mr. Gonzales would like to say a
7 word as to that. I don't know.

8 This refers to immediate activities of
9 the Board, which I am not familiar with.

10 MR. GONZALES: Efran Gonzales.

11 I think that the answer that I would
12 understand was that the nature of the Council is not
13 such that it would undertake comment on the program.
14 I think what the nature of the Council is currently
15 operating would be to see to it that the constituent
16 associations were well aware of this activity which
17 is so vital to the librarianship, and we did this
18 in several ways.

19 Actually, we should say two people. We
20 have had the successor executive directors come to
21 the Council as a key speaker on two separate
22 occasions, to keep all constituent associations up
23 to date on the thinking of the Commission itself
24 on the status of the programs which, of course, at
25 our last meeting just last Thursday, as a matter of

1 fact, Al Trezza was our key speaker and was able to
2 give us the clue as to what has happened to the
3 draft.

4 And I believe, getting back to the answer,
5 the whole idea of this organization, as it is
6 currently operating, is to make sure that the
7 constituent associations are aware of activities
8 and problems and try to find out how they can address
9 them.

10 The Council's response to the program,
11 per se, we believe is less useful to the commission
12 than getting response from interested and involved
13 associations.

14 MISS SCOTT: Might I also add, Mr. --

15 DR. BURKHARDT: You have to speak through
16 the mike.

17 MISS SCOTT: We've heard twice from
18 the Council: One, Mr. Gonzales appeared, and Ed
19 Stragel, as well, in the past.

20 MR. GONZALES: And Bob Gibson.

21 MR. CUADRA: A few months back the
22 Commission published a report of a conference that
23 we had in Denver about a year and a half or two back
24 that attempted to define the needs of the various
25 constituent groups for library information services.

1 We knew at the time that it was an incomplete
2 report and incomplete because a number of important
3 groups were left out, such as the legislators and
4 educators and all, and incomplete because one can't
5 have much depth in a short month's time.

6 Now what we are intending putting out
7 is to say, "This is where we have gone thus far,
8 this is admittedly incomplete, help us expand our
9 knowledge and our ability to state the needs of the
10 various kinds of groups."

11 My question is, would the Council be of
12 particular help for us to work through the Council
13 or through the Associations themselves to aggressively
14 solicit responses to that report?

15 MS. BALL: I would certainly think the
16 Council would be a first step in that it does
17 represent 13 of the national associations, the
18 Council could make a concerted approach to the
19 associations and have, let us hope, a concerted reply.
20 Although the reply would come probably from the
21 individual associations, but we noticed in the first
22 draft there was little mention made of the role
23 of the associations, and I think that this is an
24 important thing and the forum activity and the
25 cooperative and combined aspects of the association

1 activity through the Council could be very useful
2 to the Commission.

3 DR. BURKHARDT: Julia.

4 MRS. WU: Could you brief me a little bit
5 on the activities of the U. S. Book Exchange, and do
6 you think your activities can fit into the national
7 program?

8 MS. BALL: I would be glad to, if this
9 is appropriate, since I am testifying for the
10 Council and not for the U. S. Book Exchange.

11 DR. BURKHARDT: Fine, because we are
12 interested.

13 MS. BALL: Well, we have prepared a
14 related paper, which I hope will be accepted by the
15 Commission, and in that we do point out a number of
16 matters which we feel are important for the development
17 of the network activity for the development of
18 cooperative activity in the United States.

19 The U. S. Book Exchange has a membership
20 now -- this is one point -- a membership of 1,600
21 libraries, 1,300 of which are in the United States.
22 And this is a cooperative group of all kinds of
23 libraries ranging from the Library Congress down
24 to five high school libraries -- only five high
25 school libraries, because most of what the U. S. Book

1 Exchange handles is a resource of publications in
2 the research areas.

3 This is a natural outgrowth of an
4 exchange pooling from all kinds of libraries because
5 what might come from smaller public libraries or
6 most school libraries is not likely to be uncon-
7 ditioned or of a type to be used by other libraries.

8 But a second point is that this is a
9 cooperative activity with some rather unusual demands
10 on its members. The service to the members tries
11 to be as economical and as effective as possible
12 but at the same time the members are asked to send
13 in material at their own expense and to take back
14 things from the pool in a way which is not exactly
15 like other things they do, so that there is a demand
16 on them which they are used to answering in the
17 cooperative mode.

18 So that this is now a 27-year old activity
19 and just the kind of cooperative and across-the-
20 board library membership that I assume the national
21 program envisions, and it is something which is
22 now operating and it is free standing, it is self-
23 supporting, so that we, as we inevitably will get
24 into electronic activity in the record keeping and
25 in connection with our member libraries, we will be

1 getting into a phase which is part of the plan of
2 the national program, and at this point it is
3 operating in a self-supporting way and in a general
4 attitude which is very much in line with the program.

5 DR. BURKHARDT: Miss Scott.

6 MISS SCOTT: Do you envision this as
7 an extension of the concept of Dr. Gennaro on the
8 National Periodicals Center or on the library
9 concept?

10 MS. BALL: Well, in the related paper
11 that I mentioned I have suggested two or three
12 possibilities. I think this is a resource which is
13 represented both by actual, past and future, that
14 is the publications resources, and the value, added
15 value given to it through the cooperative aspects
16 of it and the refining aspect of the USBE process.
17 All of these together are going to have to come into
18 the program somewhere or other if it is not going to
19 -- and now I am talking about the National Periodical
20 Network bank program. It is going to have to come
21 into it some way. How will depend on how the
22 program develops. If the Center for Research
23 Libraries should become the national center, then
24 possibly the USBE will be feeding into that as
25 it is doing now in the new development service center.

1 Presumably, if the national periodical
2 program is broken up into a number of regional notes,
3 USBE could very well become one for the area in
4 the east or the southeast sector.

5 DR. BURKHARDT: Mr. Casey.

6 MR. CASEY: Does the Council actively
7 advocate certain programs that come before it, or
8 does the Council get them and have nothing more to
9 do with them, or does the Council take a neutral
10 position and simply transmit information?

11 I know you have a number of programs
12 listed in testimony in which you have been involved.
13 Now the fact that you are involved and you are
14 associating yourself with these different programs,
15 does that imply that you have endorsed them, whereas
16 there are other programs not listed that you have
17 turned down, that you have nothing to do with them
18 and therefore you do not associate them with your
19 Council?

20 MS. BALL: I think there are two answers
21 to that, Mr. Casey: One is, that in the limited
22 time of the Council's activity it cannot serve all
23 of the questions that may come up in librarianship,
24 and certainly it has not been presented with many
25 of the things that are very important in library

1 concerns. Some of these may, in the estimation
2 of the Council or council members may already be
3 served in other ways. The Council tries to take up
4 things that are not served in other ways, in its
5 estimation.

6 Now, secondly, there are things which the
7 Council has looked at and has turned down, not
8 because of lack of value in the program, but simply
9 because the members did not feel that it was
10 appropriate to the aims of the Council, which is to
11 bring all of the associations together and take up
12 things that are of mutual interest.

13 For these reasons they have been turned
14 down and also there are some things which the
15 Council or which committees of Council have tried
16 to do and have not been able to because of lack of
17 financing and the lack of support.

18 MR. CASEY: Let me ask you this: Are
19 you taking a position relative to our national
20 program; is that still under study or what is the
21 status of the national program in terms of your
22 Council?

23 MS. BALL: I think that, as Mr. Gonzales
24 said, what the council has done with the national
25 program is the matter of information transmittal.

1 Both of the executive directors of the Commission
2 have given programs to the Council, and these then
3 are referred back to the Association.

4 DR. BURKHARDT: Thank you, Ms. Ball.

5 It is 10:00 o'clock and we have been going
6 two hours steadily now. Now I think we should give
7 our stenotypist a little rest, so let's have a
8 break of ten minutes and reconvene promptly ten
9 minutes from now.

10 _____
11 (Recessed at 10:00 o'clock a.m.)
12 _____

13
14 DR. BURKHARDT: Okay. Is Mr. Dawson here?

15 MR. DAWSON: Yes.

16 DR. BURKHARDT: Because John M. Dawson
17 is the next witness. He is the Director of
18 Libraries, University of Delaware, from Newark,
19 Delaware.
20

21 Mr. Dawson, you did not submit any testi-
22 mony in advance?

23 MR. DAWSON: No, I did not.

24 DR. BURKHARDT: All right. Will you
25 give us a brief summary of what you have got and

1 then leave it behind, please?

2 MR. DAWSON: I beg your pardon?

3 DR. BURKHARDT: Would you leave your
4 testimony behind after you have finished?

5 MR. DAWSON: Yes, sir.

6 You simply want a quick summary of what
7 I have to say?

8 DR. BURKHARDT: Yes; right.

9 MR. DAWSON: Well, I certainly feel
10 that the national program is an extremely constructive
11 document, and it seems to cover the spectrum of
12 libraries and information services, and I really have
13 only a few comments to make.

14 In the plan there is stress played on
15 supporting the major research universities and
16 research libraries, and I certainly concur with
17 that, but I would hope that in supporting the major
18 libraries you do not ignore the second line, the
19 medium sized university research library.

20 The greatest problem facing us now, I
21 think, is inflation, which is increasing the cost
22 for universities in every aspect, and is certainly
23 eroding library budgets.

24 Dr. DeGennaro, I understand, has already
25 testified this morning. I am quite sure he has

1 touched upon what is really my major point and that
2 is the need for certainly a lending library analogous
3 to the British Lending Library Division, and if the
4 members of the Commission haven't read Dr. DeGennaro's
5 article in the Library Journal, I would commend that
6 to you.

7 I certainly agree with the program of
8 federal aid to all libraries, but I do endorse the
9 principle enunciated by this commission that each
10 jurisdictional level should bear its share of the
11 total burden.

12 I would hope, though, that federal
13 support does emerge in some major way that one could
14 be assured of continuity of the federal funding and
15 federal programs, because the discontinuance of
16 federal programs does not provide much of a base for
17 the sound development of constructive programs.

18 Perhaps, as a result of our experience
19 in Delaware, I would hope that with federal funding
20 would go some clear guidelines to us as to what the
21 federal money is to be used for. It seems to me we
22 are always between the Scylla and Charybdis of
23 federal funds and federal money, and I think one would
24 do nothing but kid oneself if one said that money
25 was going to come without any control at all, and

1 I am not sure this is altogether bad, based on our
2 experience in Delaware. *

3 I also have a great concern over some
4 of the things that are being said and the draft
5 of the copyright act which would impose a licensing
6 fee on libraries for copying materials. It seems
7 to me that several points might be kept in mind.
8 First is for most publications and particularly
9 research journal sales, the libraries provide the
10 economic basis which permits the publications at all.

11 For example, at the hearing before the
12 Select Committee on Education on November 29, 1973,
13 Mr. Hoopes, who was then president of the Association
14 of American Publishers said, "If we lose the library
15 market through the failure of federal subsidies
16 for libraries, a good many promising works of
17 fiction and indeed of non-fiction will never be
18 produced, because their production is uneconomical
19 in the absence of that market"; secondly, the
20 proliferation of journals and publications seems
21 to me to be live protestations of the sad economic
22 plight of publishers; and, finally, libraries in
23 a great many instances are paying subscription
24 prices which are multiples of the prices charged
25 individual subscribers. Consider, too, the

universities are supporting research; secondly, frequently the university pays page charges for journals; and then a premium or price for subscription.

If, on top of those vastly inflated costs there are copying royalties, I wonder how many journals will cease to exist.

DR. BURKHARDT: Thank you very much.

Any questions?

Mr. Dunlap.

MR. DUNLAP: John raised one point which particularly interested me.

You are familiar with the concerns of research libraries and most of your presentation addressed yourself to those concerns, but you made a very special point that the Commission can keep in mind the special requirements of the front, second-line university, the ones that are doing the jobs in the states that are not research libraries, or at least members of such associations.

Would you amplify how the second line differs from the front line, since when you went on ahead you spelled out periodical banks and publisher problems of copyright and so forth, which we think of as being the concerns of all the rest of us.

MR. DAWSON: Well, when I am talking

about second line, it is not a very good phrase, perhaps, but I am talking about libraries such as the University of Delaware. We are not a multi-million volume library. We are a million volume library.

When you and I were young, Maggie, that was a good sized library, but we have seen in the dispensation of research funds that the bulk of the money goes to the major institutions, Harvard, Yale, et cetera, et cetera, with libraries that would be essentially the libraries of the members of the Association of Research Libraries, although I might point out that Delaware is bigger than some of those.

I am not suggesting that these libraries should not receive adequate support but that the others should also receive support. We are a resource library also and so are other medium sized university libraries. We have unique collections which are national resources. We have literature from all over the country and indeed from Europe, small though we may be.

I wish to emphasize that this is not stated in any sense of envy of the larger institutions whatsoever, simply that we of the medium sized librar-

ies, which are certainly regional or state resources.

For example, we are essentially the only research library in Delaware. Grant you, Delaware is not very large. We are the only one there. We lend more than we borrow. That's my point.

DR. BURKHARDT: Are you acquainted with the Library Partnership Act that the administration is sponsoring?

MR. DAWSON: Not in any detail, no, sir.

DR. BURKHARDT: I was going to ask you whether you felt that that was in any way a step in the direction that you would find helpful.

MR. DAWSON: I am not sufficiently familiar with that. I have just heard of them.

DR. BURKHARDT: Mr. Lerner.

MR. LERNER: As a middle ~~sized~~ research university library, how do you see your fit into this national program, speaking for the libraries such as yours across the country. And how do you see your particular niche in filling the borrowing-lending function and the research function in a broadly based plan such as the one we are commenting on here today?

MR. DAWSON: Well, we have special areas of strength and, for example, the University of Delaware is strong in chemical engineering. This

is one example. We could certainly develop our collections and be a regional resource in this area.

There is no library, as you know, that can make any claims to self-sufficiency today. We all borrow from each other and lend to each other. I think libraries of our size have to contribute as well as to draw on the larger libraries.

I think we can contribute by developing our own special areas. We have no interest at the University of Delaware of becoming the largest library in the country. We just want to be a damn good library to ourselves. Does that answer your question?

MR. LERNER: Yes, I think so.

DR. BURKHARDT: Any other questions?

John.

MR. LORENZ: How does your university library relate to the state library program of Delaware?

MR. DAWSON: There is a program in Delaware that goes by the name of Delaware Reference and Interlibrary Loan System, and the truth of the matter, although not on paper, is that the University of Delaware is the " " system.

We lend to everybody. The state pays a fee of \$4.00 for every book that we lend and \$2.00 for every unsuccessful search. It is really sort of backwards.

As you know, the unsuccessful searches are the ones that take the time and this is it. We lend to other libraries. We answer reference questions for other libraries and that is how we fit into that.

We also have reciprocal borrowing privileges with the other state institutions in the State. Informally, we are the resource, the research library for the state and they are used by state officials, county officials, city-town officials.

MR. LORENZ: Do you feel this is going in the right direction if the compensation was adequate for the service you provide?

MR. DAWSON: Yes.

DR. BURKHARDT: Well, there are no more questions.

Thank you very much, Mr. Dawson.

DR. BURKHARDT: The next witness is Roger McDonough.

Mr. McDonough is the director of the

1 New Jersey State Library, Trenton, New Jersey.

2 Roger, good morning.

3 MR. McDONOUGH: Good morning. Thank you.

4 I gathered from your letter, Mr.

5 Chairman, that I am not to address myself to the
6 testimony I have already submitted, and so I shall
7 not. If you have questions to ask me -- Dan Casey
8 has warned me that he has.

9 DR. BURKHARDT: You were pretty rough
10 on us, Roger, and I think maybe you ought to pick
11 out, so the rest of the audience can hear what your
12 most telling criticisms in your mind are about
13 our national program.

14 MR. McDONOUGH: Well, I am not --

15 (Laughter)

16 I didn't come here, Mr. Chairman --

17 DR. BURKHARDT: No, no, I understand,
18 but that might bring some questions from the
19 Commission that might, I think, bring also some
20 light.

21 MR. McDONOUGH: Yes.

22 Well, first to the document itself, it's
23 improved enormously over some earlier versions but
24 I don't always agree with Carl Niven -- that's a
25 massive piece of understatement -- but I thought

his remarks in the LJ hot line were well taken, that this badly needs re-writing and I hope your announced intention of adopting this draft tomorrow was rumor only.

And my staff and I found it somewhat encouraging, as you know, that a good many individuals from distance points were asked to submit testimony today and so on, and then to be confronted with the fact that really this is a cosmetic or a pro forma exercise, because you have already made up your minds what you are going to do. You know, a carte blanc.

DR. BURKHARDT: Well, let me assure you that isn't exactly so. There is plenty of time, maybe not this particular printing, but there is plenty of time to get your input into this thing because we are going to be at this and implementing this and reworking it for another year or two, at least.

MR. McDONOUGH: Good.

DR. BURKHARDT: So please get in whatever you have to say and don't worry about our doors being closed, our minds being closed.

MR. McDONOUGH: Good. I appreciate that and I think it is very important to have you, Mr.

Chairman, say just that.

And I do want you to know, also, that I am basically very supportive of the work of the Commission and of what you are attempting to do as set out in this document. I may quarrel with the details and it only hurts when I laugh when I note the continued omission of New Jersey from the list of states that are presumed to have networks and I am sure that Iowa is much more advanced than our Northeastern establishment, but we like to think we are pretty good --

DR. BURKHARDT: If we have learned anything, Roger, it is that we must not make lists of anything. We are bound to leave somebody out and from now on we are never going to mention another name.

(Laughter)

MR. McDONOUGH: Okay, we have got a big Jersey delegation here today and we wrap everybody in New Jersey, and I think that is exactly what the Commission is trying to do. I think there aren't too many states that truly wrap in the total library community in any given state, and we are very proud of this fact.

Just one quick key. Somewhere in the

back of the report there is a statement to the effect that many people still don't approve of federal aid to libraries and so on. I cut that out. That's beating a dead horse, I think. We studied that a great many years ago in the American Library Association and I really don't think there is any point in repeating that.

I would like to speak about state libraries for the moment. Not surprisingly, I am very pleased and I am sure I speak for my fellow state librarians, Ernie Doerschuk can take issue if he wants, when we say that we very much appreciate the emphasis this draft of the report puts on the important coordinative leadership funding role of the state agencies, and I will say no more than that at this time.

DR. BURKHARDT: Were you here when the research libraries were testifying first to the people?

MR. McDONOUGH: No.

DR. BURKHARDT: They are perturbed at the emphasis we place on state libraries.

MR. LERNER: And Mr. Byam as well.

MR. McDONOUGH: Is Milt still here?

He knew I was coming.

(Laughter)

DR. BURKHARDT: Well, anyway, why don't we turn it over for questions.

Now, Mr. Casey.

MR. CASEY: On page 4 you make the statement, "There is every evidence that state and local governments will not use revenue sharing funds in any adequate measure to bolster local library support." Of course, that is the understatement in your whole statement. We local libraries only get about one or two percent at most from revenue sharing.

Now, how can you account for this deplorable condition, and what would you recommend to improve what we find around the country?

MR. McDONOUGH: Well, I am giving a talk at San Francisco on the library in the political process, and I suspect I could use our failure to do better in obtaining funding through the federal revenue source as an example of our failure to do as well in this area as we should.

I will admit that quite possibly library boards and librarians and friends of libraries have not been quite as aggressive across the board in trying to obtain those funds as they should. I know

1 that I have personally sent out letters to every
2 library in New Jersey calling attention to the
3 existence of the funds, the importance of getting
4 after them, and in spite of that, and I know a
5 good effort was made by many communities, we
6 didn't emerge at the top of the heap and places
7 that did obtain funds, in many instances they were
8 merely a substitute for local funds.

9 I can't give you a clear answer. I
10 am afraid part of it, Dan, derives from the fact
11 that libraries, unlike schools at least in New
12 Jersey, are not mandated, and we have to work about
13 ten times as hard to get a buck or what we consider
14 our proper share of the tax dollars as do some
15 other agencies.

16 DR. BURKHARDT: Any questions?

17 MRS. MOORE: There are two statements,
18 Roger, that I would like to ask you to amplify.
19 One is that you say, "I am not at all sure the
20 nation's libraries can represent an orderly system,
21 given the history of library development and the
22 vagaries of library funding." Would you expand
23 on that, and then I have one other question.

24 MR. McDONOUGH: Well, all I am referring
25 to there is the fact that the library profession --

I am not speaking primarily of the public libraries there, Bessie. They involve community after community after community, and we have some libraries in New Jersey who are too proud to accept state aid and won't still at this late stage of the game; are reluctant to enter fully into general arrangements for the greater good of all citizens.

I don't mean by that statement that I don't favor a national plan that will require the states, the multi-state agencies, to tie in in a very proper, meaningful way, one to another within a national orbit. I just mean that librarians and the libraries they represent, certainly are kind of individualistic and we have got to recognize that fact.

MRS. MOORE: The other statement is, and you state that you will give us the cautions, and the first caution is: "That the research needs of the few do not overshadow the daily, less sophisticated needs of the many." Could you expand on that a little more?

MR. McDONOUGH: Yes. I think this is the reaction to the overall tone of the report. As you go through it there is great emphasis on information as a commodity, and I kept being reminded as

1 I reread it of the late Ralph Shaw's love of referring
2 to megabits -- Joe, you remember -- and I guess what
3 I am getting at is this: There is a sophisticated
4 audience which needs answers to questions, can
5 well afford to pay for them, and is quite willing
6 to do so because it will use those pieces of informa-
7 tion in the course of its daily business of one kind
8 or another. They will get this information one
9 way or another.

10 Then there is the great mass of people
11 who can't even articulate and in many instances
12 their needs which are incoherent and vaguely expressed,
13 and any good reference librarian knows that he or
14 she has to be almost a consulting psychologist to
15 pull out from the individual involved precisely what
16 he or she is looking for, and I just want to make
17 sure that we are not losing sight of 99 percent
18 of the public we are trying to take care of and
19 the percentage is probably larger than that.

20 DR. BURKHARDT: Miss Scott.

21 MISS SCOTT: You have some very strong
22 industrial libraries in New Jersey?

23 MR. McDONOUGH: Sure do.

24 MISS SCOTT: Would you care to tell me
25 more about their cooperation in this network of yours

1 in the state?

2 MR. McDONOUGH: Yes, indeed.

3 I remember when we were trying to get
4 our state Library Act aid passed in 1967, the then
5 president of Rutgers University, our state university,
6 Mason Gross, wrote to the hundred largest corporations
7 in New Jersey, Esso, Exxon, and so on, saying
8 this law, among other things, will not only improve
9 local libraries, it will improve the Rutgers Library
10 by giving us some extra funds, and Princeton University
11 Library to open up our resources more fully to
12 serve business and industry in the state, and we
13 got some wonderful support from business and industry
14 as a result of that by Mason Gross, and that is
15 exactly the way things worked out.

16 We are pumping money into Princeton and
17 Rutgers on a simple annual contractual appropriation
18 basis. In return, these special libraries of
19 business and industry are sharing the wealth with
20 us through the pipe lines and network, and naturally
21 there is a certain amount of classified information
22 and everybody understands that, but it is a very
23 simple two-way system.

24 DR. BURKHARDT: Is there a real problem
25 to be solved by the proprietary information of these

businesses and industries, the special libraries?

MR. McDONOUGH: It is not --

DR. BURKHARDT: Some people seem to be worried about that but a lot of your testimony indicates that that could be solved very readily.

MR. McDONOUGH: Yes. We have not had a major problem with it, Fred, to be honest with you.

DR. BURKHARDT: Yes, John.

MR. LORENZ: Roger, you urged the Commission to support not only the continuance of categorical aid to libraries, but increased categorical aid to libraries. However, you also realize that aid to school libraries in most cases goes to individual schools or school systems; aid to college university libraries mostly goes to individual college and university libraries.

Do you see overlaying the needs for federal legislation more assistance that will in fact create state and regional and a national system?

MR. McDONOUGH: Yes, John. But I remind you that the basic philosophy of the Commission, if I read this document correctly, is that you envision an interconnected system that is based on solid

support for local libraries, public schools, colleges, you name it; in other words, provide a sound basis down here. And I think this is absolutely essential in a dynamic society such as ours. Then over and above that, funds to encourage support, coordinative and cooperative efforts.

The New Jersey plan, if I may say so, is identical with the philosophy that is embodied in this report.

DR. BURKHARDT: Mr. Becker.

MR. BECKER: Roger, because of the close similarity between the constructed New Jersey, and what we propose nationally, that is, you have an interdependent inter-type network functioning within New Jersey, and you had it for some time, what would you say would be the two or three lessons that you have learned or key principles that we could benefit from as we proceed in a national context?

MR. McDONOUGH: I made a speech around the country when I was president of the American Library Association. It was only a few years ago. Anyway, I never printed the speech, but I called it, "The Seven Deadly Sins of Librarianship," and I ticked off a number of items that kept the best

1 laid plans of mice and men, and so on, and in the
2 library sense, from doing what they were constructed
3 to do, and darn it, I haven't changed my views on
4 this.

5 We have got the machinery, we have got
6 enough money, I think -- don't say this back home
7 across the river, please -- but basically we have
8 the means to do a first class job of getting for
9 any individual anywhere in our state -- either within
10 our state or through our pipelines, into Pennsylvania
11 union catalog, et cetera, basically whatever they
12 need and where the darn system breaks down is in
13 somebody's mind and heart at one level or another,
14 and this obviously means that continuing education
15 is enormously important, and I am glad the report
16 addresses itself to this.

17 Perhaps it should be even more forcefully
18 expressed, because the human element in here is
19 all essential. We can have all the best plans in
20 God's world and they won't mean much if that human
21 element is not there to carry out every assignment
22 that is indicated.

23 DR. BURKHARDT: Are you talking about
24 continuing education of librarians?

25 MR. McDONOUGH: I sure am.

1 DR. BURKHARDT: Okay.

2 MR. McDONOUGH: Not to mention trustees.

3 DR. BURKHARDT: We have time for two
4 more brief questions.

5 Mr. Velde, then Mr. Aines.

6 MR. VELDE : Mr. McDonough, I was
7 wondering if you had any special plan in New Jersey
8 that tried to let the general public, those less
9 sophisticated users, know of what the library
10 really has to offer.

11 MR. McDONOUGH: The new president of
12 the New Jersey Library Association, Howard Vote
13 of the Bloomfield Public Library, which is one of
14 our 24 area libraries, the second echelon resource,
15 has stated as his announced goal that we have a
16 year long publicity program to do just the thing you
17 are talking about, and I think that although we have
18 all been making efforts of various kinds, we will
19 be concentrating more on this in the year immediately
20 ahead.

21 MR. VELDE: That is the great hope
22 of the White House Conference, I think, if we can
23 really get some support.

24 MR. McDONOUGH: I think the visibility
25 we are going to get from the Governor's Conference

1 will be enormously important, and we are tooling
2 up this. On next Wednesday we have a meeting in my
3 office that I called of the representatives of all
4 the library associations, as well as other
5 individuals, just to tool up so that we all are work-
6 ing together and not going our desperate ways.

7 DR. BURKHARDT: Mr. Aines.

8 COL. AINES: A couple of years ago
9 we started to prepare this program and largely it
10 was to cope with such problems as unevenness,
11 inadequacies of service, of funding, largely it was
12 done in anticipation of growth. Now if the
13 recession continues and we begin to find that we
14 have to refocus a look at survival, have to look
15 at an era of resource shrinkage, you ask us to
16 re-posh, reorganize, rewrite the report, and we
17 may find if we have to follow that formula, even
18 though you ameliorated your position earlier, I
19 despair that we would ever get a document that could
20 start some action. We may find that perhaps it
21 might be useful that prosperity may return, we go
22 back to our original hopeful, but right now there
23 is a feeling of great concern; in some quarters
24 desperation.

25 Would you be willing then to encourage

1 us to get out a report that would not be picture
2 perfect, polished to the extreme, if only we can
3 start some useful action with the hope that we can im-
4 prove as we go along?

5 MR. McDONOUGH: I won't quarrel with that,
6 Colonel, and I would hope that some way would be
7 found to put out a real good popular version of the
8 report that would have less technical language in
9 it and that could be widely distributed, particularly
10 at these Governor's conferences, and so on. I
11 think that is extremely important.

12 I wouldn't insist on holding up for the
13 perfect document.

14 COL. AINES: I feel a lot better. Thank
15 you.

16 DR. BURKHARDT: Okay, Roy. Thank you
17 very much. I mean it.

18
19 DR. BURKHARDT: Mr. Doerschuk.

20 Mr. Doerschuk is State Librarian of
21 Pennsylvania.

22 Did you submit --

23 MR. DOERSCHUK: I did submit, and I
24 will make a brief reference to it.

25 DR. BURKHARDT: Very good.

1 MR. DOERSCHUK: In my written statement,
2 Mr. Chairman, I pointed out that the existing
3 Pennsylvania network of local, district and regional
4 public libraries and, by the way, this includes
5 one State University library and two State College
6 libraries, that this network is due in large part
7 to the impetus given by LSA and then later by LSCA,
8 and I show that the federal program in Pennsylvania
9 was matched by striking improvements in both local
10 and state funding library programs.

11 And, like Roger McDonough, I would like
12 to see that categorically continue, and I am pleased
13 to see that the Commission has that recommendation
14 in its report.

15 But the present programs, of course,
16 are not enough. In Pennsylvania we are looking
17 for techniques, and, of course, we are looking for
18 money, too, to bring academic, special and school
19 libraries into the existing network, or possibly into
20 a new network, moving from a single purpose, single
21 type of library network to a multipurpose, multi-
22 type of library network, seems to have a lot of
23 problems. A big one is finding funds and an
24 organizational mechanism that will allow the larger
25 libraries to participate without losing their shirts,

1 on the one hand, and on the other hand, assuring
2 that the far ends of the network, the local communi-
3 ties and the information outlets are in fact able
4 to offer quality information and library services
5 to users.

6 Again, the LSCA program has aided us
7 in getting a large number of public and academic
8 libraries in our state to begin participating in
9 two OCLC based consortiums, PAL and PRLC, but the
10 problem we have not yet solved is that of equitable
11 and adequately reimbursed sharing of library resources

12 And I see some hope in the national
13 program that this problem will be tackled, and in
14 my written statement I list a bunch of obstacles
15 that I see to library progress in Pennsylvania,
16 not the least of them being the ordering of the
17 library dollar, but the same time the number of
18 dollars isn't multiplying very fast.

19 Well, this condition, I must say, does
20 cause me to be sympathetic with the cry for some
21 kind of per capita federal aid to libraries, a cry
22 that we are hearing especially from the urban
23 libraries. However, I personally think that
24 federal grants ought to be tied to specific objectives
25 and it seems to me that funding of the presently

1 authorized LSCA programs would be far better than
2 entering into a new blanket per capita based
3 federal aid program.

4 DR. BURKHARDT: Any questions from the
5 group?

6 MR. DOERSCHUK: I am glad you came to
7 Pennsylvania, by the way.

8 MR. LERNER: I have a question here I
9 was going to ask of another state librarian, but
10 you are here first so you win.

11 This is really a question of some depth.
12 What is the chief concern of state
13 libraries? What was it ten years ago? What is it
14 today and what will it be in the future?

15 MR. DOERSCHUK: Well, I hope you ask
16 the next state librarian too, but ten years ago
17 we were just beginning in Pennsylvania to put into
18 effect this network, this state aided network of
19 local, district and regional public libraries.

20 So that in Pennsylvania the concern
21 of the state libraries has been -- it must be
22 admitted because it is in the statute that way --
23 largely that of improving general public library
24 services.

25 Along came Title 3 of LSCA and this gave

1 us a beginning, a handle, a reason, a legal reason
2 for also looking at the institutional library
3 needs, and the needs of the blind and handicapped
4 at bringing together service programs that involve
5 participation by academic and school libraries, so
6 I think that is our concern now.

7 Ten years from now one hopes concerns
8 will be making Pennsylvania's role in the national
9 network just very fine.

10 DR. BURKHARDT: Bud.

11 MR. VELDE: Do you feel that aid to
12 a specific library in your state from the federal
13 government should properly flow through the state
14 library?

15 MR. DOERSCHUK: Yes, I do.

16 I very emphatically think that it should.

17 DR. BURKHARDT: Mr. Becker.

18 MR. BECKER: Ernie, on page 3 of your
19 testimony you say "So the master plan report has not
20 had wide acceptance to this point." I believe you
21 are referring there to the Pennsylvania network plan.

22 MR. DOERSCHUK: Well, yes. There has been
23 at work in Pennsylvania a so-called master plan
24 library committee which has drawn together a document
25 with recommendations for improving library services

1 and coordinating library services from all types of
2 libraries. Their report recommended, among other
3 things, that the school library interest be centralized
4 and academic interests, insofar as the state is
5 concerned, be centralized under one administrative
6 commission for libraries.

7 They are recommending a regional program
8 whereby 12 regions would be established for library
9 planning in Pennsylvania, and within each region a
10 citizen's board would receive state monies for
11 improving library services of all kinds to the public
12 within that region, maybe contracting with an academic
13 library if that turns out to be the best thing, or
14 a school library, special library and so forth.

15 Well, those two recommendations have not
16 received -- well, each of them has a considerable
17 body of opposition, I would say, from school library
18 folks on the one hand and feel they really ought to
19 be directly involved in the curriculum service program
20 at the state level rather than in a generally greater
21 program, and the other sources of opposition, I don't
22 want to use too strong a term, comes from our
23 present district libraries who already have a regional
24 function in a sense that they get state money in order
25 to render certain services to other libraries within

1 a district and they naturally feel that this new
2 regional program might change things in a way they
3 wouldn't like.

4 DR. BURKHARDT: Mrs. Moore.

5 MRS. MOORE: I notice that you say that
6 one of the principal recommendations of the committee
7 or the principal one is strengthening of the state
8 library agencies by creating the Commission for
9 Library Services within the Department of Education
10 with the responsibility and authority for working with
11 all types of libraries.

12 How are you presently organized? Are you
13 an independent agency?

14 MR. DOERSCHUK: We are presently organized
15 within the Department of Education but at the bureau
16 level rather than as a commission. So that the
17 master plan committee -- and by the way, this
18 recommendation does have wide support except possibly
19 from the school groups. We are organized as a
20 bureau within the Department of Education. I report
21 to the Secretary of Education. There is an advisory
22 counsel which advises the Secretary of Education and
23 me. This proposed plan would make this a commission,
24 would establish a commissioner, still within the
25 department.

1 MRS. MOORE: Is the secretary a member
2 of the Governor's cabinet?

3 Is that correct?

4 MR. DOERSCHUK: Yes, he is. And by the
5 way, he regrets he was not able to respond to your
6 invitation to be here today.

7 MR. CASEY: Mr. Chairman.

8 DR. BURKHARDT: Mr. Casey.

9 MR. CASEY: I note in listing the
10 obstacles to library development in Pennsylvania you
11 say that the role of the volunteers is controversial.

12 Can you expand on that? What do you
13 mean by that?

14 MR. DOERSCHUK: No. I didn't really mean
15 that was an obstacle, but let me put it this way.

16 We find that especially in the smaller
17 libraries that volunteers attempt to be looked upon
18 as a means of getting library services on the cheap,
19 and they wish, for example, that we would give
20 a monetary value to the services of the volunteer and
21 then have this monetary value accomplish part of their
22 required local financial effort in order to qualify
23 for state aid at certain levels that they must reach
24 before getting aid. This is realized.

25 MR. CASEY: Well, isn't this a realistic

request because you are familiar with the small budgets that the local libraries have and if they don't depend upon these volunteers, the services would be greatly reduced so that we would have to take into consideration the context in which the volunteers do perform their work.

MR. DOERSCHUK: Yes. I don't object to the use of volunteers but merely to the substitution of volunteers for local, legally required financial efforts to require the community to support libraries.

DR. BURKHARDT: Miss Scott, did you have a question?

MISS SCOTT: Yes, I have a question.

I must apologize but we just received your report. I have your statement here in front of me. I just scanned it briefly.

But on page 2 at the top of it, maybe I am naive, but "Title 3 funds have expanded public network library services to include other types of libraries. In a delivery system, in book location services and in participation in shared cataloging services offered by the Ohio College Library Center, Federal funds have been put to good use."

MR. DOERSCHUK: Yes.

MISS SCOTT: You are using Federal funds for the participation?

MR. DOERSCHUK: Yes, indeed, just for start-up, Miss Scott.

MISS SCOTT: Yes. All right, tell me about it.

MR. DOERSCHUK: It is just for start-up course, however, not for continuing support of it. In other words, we used a hunk of Federal money LSCA in order for us to make it possible for about 21 of our district library centers to hook up with the OCLC data base in Columbia for a year and a half. After that they are on their own.

Then we also used some Federal money in order to provide terminals only for a group of academic libraries, because we see the possibilities for the location of specific materials and the exchange of them being vastly enhanced, and there are a number of both academic and public libraries participating in the data base and being able to determine by calling up on the stream what other libraries have a particular book they need.

DR. BURKHARDT: We've got time for one short question and short answer.

MR. LERNER: Ernie, as you know the

1 Commission has had a study made by GSSF of Philadelphia
2 and in which they called in conclusion for a balanced
3 funding, Federal, State, the bulk of the funding
4 coming from the state and local.

5 Could you comment on that?

6 As you know, they called for a balanced
7 funding of 50% state, 30% local and 20% federal. Do
8 you want to talk about the reality of that?

9 MR. DOERSCHUK: Yes. I think that's
10 realistic.

11 Those master planning reports that I
12 referred to, by the way, also suggest 50 percent
13 state funding. They suggest that the state ought
14 to match dollar for dollar every tax dollar put into
15 public library services of Pennsylvania.

16 If you want to know how it is right now,
17 state aid accounts for 18.6 percent of public library
18 support in Pennsylvania, federal aid for 3.7 percent.
19 I agree with the GSS report that 50 percent state
20 would be good. I would like to see more federal
21 than there is, but I believe that I share the views
22 of our Secretary of Education who has told me
23 repeatedly that he doesn't want to go out for
24 increased state aid formulas for library programs for
25 Pennsylvania without at the same time putting an

1 additional media on the local communities so that
2 it will be encouraged to do that.

3 MR. LERNER: So there is some responsi-
4 bility.

5 MR. DOERSCHUK: Right.

6 DR. BURKHARDT: Well, thank you.

7
8
9 DR. BURKHARDT: Mayor Kenneth Gibson
10 of the City of Newark was supposed to testify today
11 and he was unavoidably detained. He has sent us
12 some testimony in Roger McDonough. Did I understand
13 that you have some sort of message to give, because
14 if so we can make a little time for you now.

15 MR. McDONOUGH: Not an instructed delegate.

16 DR. BURKHARDT: I understand that.

17 MR. McDONOUGH: I just think that the
18 City of Newark is enormously fortunate to have
19 Kenneth Gibson mayor at this particular time. It
20 just happened that the Mayor gave a moving address
21 to the New Jersey Library Association when we met
22 in Newark just a year ago and his attitudes are
23 undoubtedly conditioned by the fact that as a young
24 boy, young man working his way through college he
25 spent every day in the room, reading room of the

1 Newark Public Library, and you don't have to sell him
2 on the value of libraries. He made it the hard way.

3 And I have on my desk a letter to him
4 emphasizing our commitment to metropolitan libraries.
5 As I have told him, we are not turning our backs on
6 the metropolitan libraries in New Jersey, because we
7 believe we must build on strength and they must be
8 maintained.

9 It is an interesting observation, Mr.
10 Chairman, that was made by a former mayor of Newark,
11 Mayor Carlin, when he told former Librarian Ned
12 Bryant many years ago that he thought the City of
13 Newark ought to operate the branches, and the County
14 of Essex ought to operate the main library, and I
15 think this sort of consideration should be kept in
16 mind by members of the National Commission.

17 I know that urban library trustees
18 council is interested in major legislation, and that
19 they are not politically naive. They know how
20 difficult that is going to be to get through the
21 Congress as a special title in LSCA, or even as
22 a separate bill, and so I think we should be exploring
23 a division, perhaps, of funding responsibilities.

24 If it is true that over 50 percent of
25 the revenues of the Newark Public Library is from other

1 than citizens of Newark, and this is undoubtedly
2 true, they have kept statistics on this, then it,
3 Newark, per se, deserves some kind of recompense
4 of this splendid service it is rendering. We have
5 tried to do our part by declaring Newark a regional
6 metropolitan regional library center, and through
7 various combinations of state and federal aid, and
8 special projects and so on. We are providing approxi-
9 mately three quarters of a million dollars. Newark's
10 annual budget is a little over two million, so it
11 begins to be not insignificant. They should get more
12 than that.

13 I really think that is all I have to say
14 at this time, Mr. Chairman.

15 DR. BURKHARDT: Thanks very much.

16 MR. LORENZ: What is the County of Essex
17 doing for Newark's public library funds?

18 MR. McDONOUGH: Pretending it isn't there.
19 I don't mean to be cynical, but let's face it. You
20 know what happens around the country and what happens
21 around the country is happening in Newark and its
22 surrounding suburbs.

23 Nothing.

24 DR. BURKHARDT: Now, at 11:00 o'clock
25 we passed that, but we set aside a period between

1 11:00 and 1:00 for public testimony, and people who
2 had not sent testimony in advance, and we might
3 start in on that. But I believe Mr. Penland is the
4 first.

5 Mr. Penland did send in some testimony
6 but I gather he wants to testify now instead of at
7 2:00, and I think we can accommodate him.

8 Mr. Penland, would you introduce your-
9 self, please.

10 MR. PENLAND: My name is Pat Penland,
11 the Library School, University of Pittsburgh.

12 I appreciate this opportunity of being
13 able to appear before the Commission, first, and
14 second, to be able to advance the time a little earlier
15 than at 2:00 o'clock, for which you had scheduled it.

16 I have not appeared before a commission
17 of this nature before and I am not quite sure how
18 to handle myself. I understand that I am not to
19 read the testimony which I did submit, but to respond
20 to any inquiries that you might have. Is that the
21 procedure, Mr. Chairman?

22 DR. BURKHARDT: Right. Unless you want
23 to tell us a few things that you want to highlight
24 in your testimony.

25 MR. PENLAND: Yes, I would.

1 DR. BURKHARDT: And then we can ask the
2 questions.

3 MR. PENLAND: Okay.

4 I would like to point out one or two
5 features of the testimony that I think is important.

6 I believe, if I am following along here
7 page by page without reading it, I do believe that
8 while the approach of the Commission and the draft
9 report, the third draft report has done an outstanding
10 job, I have some reservations in my mind that the
11 rationale for library development in this nation
12 needs really to be looked at and placed upon a broader
13 base than the kind of rationale that is developed in
14 the past in the communications elite.

15 I feel that we need a rationale of
16 why people process information in the society as a
17 whole, and not the sort of geography reading kind of
18 approach which we are still kind of stuck with, that
19 deals with the who, what and where of information
20 distribution kind of thing in getting at the why
21 information is processed in the minds of the information
22 disadvantaged and the communications underprivileged.

23 Now by this I don't mean any particular
24 segment of population, but I mean the population as
25 a whole does not use the libraries as a primary source

1 of information. And I feel that studies need to be
2 initiated into the why of information processing for
3 the average American.

4 Now I think we have a pattern of the
5 model that has been developed by our information
6 science colleagues into the why of information
7 processing, and this is revealed in the numerous
8 summaries of user studies that have been done in the
9 past, but I feel these user studies, as Mr. Mendelson
10 indicated, and which other people have indicated,
11 user studies have not really addressed the question
12 of why.

13 Now what I am asking or just proposing
14 to the commission is that the commission consider
15 initiating some studies into the why of information
16 processing by the average citizen, based upon the
17 kinds of sampling techniques that are readily
18 available in the social science done by public
19 opinion surveys and so forth.

20 Now there have been some studies that
21 I think we could get guidelines from, at least we
22 are working in that area, to utilize the guidelines
23 that have been developed in, say, the adult education,
24 our colleagues in the adult education association.
25 I am thinking specifically of Alan Tuss in his survey

1 and research that has been done over a period of
2 years in the Puritan publication called "The Adult
3 Learning Project", and it got into why people use
4 information for continuing learning.

5 There have been other people that have
6 worked on his side, and the University of Chicago
7 a number of years ago did a little study. Now I think
8 this provides us with a model by which at least
9 creates an awareness in the minds of the cross section
10 of the American population that librarians and
11 information scientists and media specialists are
12 indeed interested in the population as a whole and
13 not just the communications elite. I feel we have
14 this legacy that we have been living under ever since
15 the public library inquiry of 1948 and '50, and
16 particularly the general report of the public library
17 inquiry that reckoned that the libraries for the
18 next twenty years focus or spend their resources
19 upon the communications elite.

20 So, Mr. Chairman, that sort of gives
21 the general tone and thrust that I wanted to call
22 to the Commission's attention. I just wanted to make
23 sure that somebody spoke for the masses of people
24 in America, and not in the sense of geography and
25 reading studies.

1 DR. BURKHARDT: I imagine you also
2 included in this position of yours the question of
3 why the potential users who aren't users now, who
4 don't come to the libraries, don't use the sources
5 that are available. How do we go about finding out
6 why they don't?

7 MR. PENLAND: Mr. Chairman, I would rather
8 tend to view myself as being an optimist; I like to
9 look at why people use information regardless of
10 where they get it from, and to study these patterns
11 and processes that people do use information, and
12 then finding out where libraries might fit into it.

13 It is my intuitive guess that the librarians
14 are not tooled up to do this, and this may be the
15 reason why people don't use the libraries. I can
16 only speculate on this. I think this would come out
17 as a result if studies were initiated into this
18 phenomenon, but we know little if anything about the
19 phenomenon of the information used in the lives of
20 people as they go about their daily tasks.

21 My reaction then is that I think from
22 a positive approach to the problem the negative
23 approach will, I think, reveal itself.

24 DR. BURKHARDT: Carlos, you have a
25 question.

1 MR. CUADRA: Yes.

2 Dr. Penland, are you familiar with the
3 Denver conference? Have you had an opportunity to
4 see the report of the conference on the user needs
5 identification?

6 DR. PENLAND: I have only looked at this
7 in a general and brief way.

8 MR. CUADRA: From your comments I would
9 think that might be worth a review.

10 We did attempt to look at some of the
11 kinds of things that you are talking about and the
12 terms of the priorities for services, the priorities
13 were definitely in the direction of information,
14 life type information from the masses as opposed to
15 what you prefer using, "communications elite." If
16 you do have an opportunity to look at it more
17 closely I am sure the Commission would welcome any
18 comments you have.

19 DR. PENLAND: May I make a comment right
20 now, Mr. Cuadra?

21 MR. CUADRA: Yes.

22 DR. PENLAND: I do believe there is
23 some direction in the profession now towards this
24 concern. I think the fact of the continuing learning
25 project developed for public libraries in 1971, and

1 evidence of the Boston Public Library more recently
2 getting into this, and NEH funding kind of thing,
3 I think the direction is here.

4 My point is that the American people
5 need to know about this in the sense of the sampling
6 studies across the board of the American population.

7 It is one thing to do these studies
8 among ourselves and file them away some place and
9 say this was a wonderful study, but it is another
10 thing to give evidence that the library profession,
11 which I think this Commission does represent, is
12 going to the people, in other words, and as a result
13 of going to the people, pull together some generaliza-
14 tions or recommendations as a result of that kind of
15 study.

16 I admit it's a process, but the
17 process is awfully important.

18 MR. CUADRA: Let me ask you the other
19 half of the question. We have been taking testimony
20 and talking to perhaps thousands of people for the
21 last three or four years, including people who purport
22 to represent the needs of various kinds of constitu-
23 encies. We haven't been mythologically super-
24 sophisticated and tidy, but I wonder what you think
25 we might learn, what kind of content you think we

1 might learn that we have not already heard, what kind
2 of things might we be discovering that might supply
3 us an effective way in which we lay out a national
4 program?

5 DR. PENLAND: I think what might surprise
6 you, Mr. Cuadra, is the fact that most people, and
7 this again is an intuitive guess, process information
8 in a rather sophisticated way, and I suppose we are
9 responsible for this as a redirection of the
10 profession, a re-training of the profession, this
11 identification for continuing education where the
12 librarian becomes a consultant for learning and a
13 consultant for change, as defined by the client
14 and defined by the community in which the client lives,
15 planned social change based upon the sense of
16 direction of those clients in that community and I
17 think the surpriseful thing, and I use that in quotes,
18 in the sense that probably librarians are aware of
19 this but they don't have a great deal of confidence
20 in the fact that this is what really the public
21 wants, and the librarian becomes a change agent and
22 an agent for growth and development of the individuals.
23 I think this would be the surpriseful thing.

24 DR. BURKHARDT: Mr. Lerner.

25 MR. LERNER: One of the things we have

1 learned over the last few years is that people
2 don't know what they need to know, no question about
3 that. But we have done, and many people have done,
4 user studies, non-user studies, and so on, and I
5 am really trying to zero in on what you have in mind,
6 which is more broadly based in the sociological
7 aspect, or is it possible -- Mr. Meadow said this
8 morning when he was having trouble with his credit
9 cards, and he looked upon that as an information
10 function, and the public looks on that as a public
11 relations and credit function.

12 How do you change this? I really want
13 to zero in on more of what you really have in mind,
14 which goes beyond what we have done so far.

15 DR. PENLAND: To go beyond what we have
16 done so far, it seems to me we need to study the
17 patterns in which people use this information in
18 their own lives, intrapersonal as well as interpersonal
19 and I think we know very little about this in an
20 organized way, which I think these studies would
21 help to reveal.

22 Now I am not sure that I entirely agree
23 with you, Mr. Lerner, when you say that people don't
24 know what it is. My intuitive guess is from the
25 little work I have done in this area that they do

1 indeed know what it is they want, but to articulate
2 this and to come up with retrieval patterns more
3 specifically that relate to this they need help.
4 They need help in articulation of their concern and
5 they need help in applying the information to those
6 concerns.

7 Now I think that is the thrust of the
8 burden of this approach.

9 DR. BURKHARDT: One more question.

10 MR. VELDE: I just wondered in reading
11 part of this, you mentioned that in each passing year
12 the majority of the American people have less
13 access assistance to which their rising educational
14 level and their increased concern for the quality of
15 learning should entitle them.

16 DR. PENLAND: Right.

17 MR. VELDE: I feel that they have more.

18 DR. PENLAND: Mr. Velde, in terms of
19 a one to one basis, in terms of exposure, you are
20 exactly right, but they have little in the sense of
21 a consultant help in utilizing that information and
22 making it pertinent and responsive to their real
23 life concerns and interests.

24 I agree with you that on a one to one
25 basis that probably there have been more information

1 distribution, more information retrievals done, but
2 I don't think the usefulness has been made as
3 evident to the average citizen as it needs to be made.

4 MR. VELDE: One other statement that I
5 can just suggest.

6 You worry me a little bit when you talk
7 about help people work for planned social change.

8 I am not quite sure just how far or
9 what we are talking about there.

10 DR. PENLAND: I think this has to be
11 defined by the community itself, by the neighborhood
12 and by the people. I don't think the profession
13 can determine what planned social change is for any
14 nation or any individual, but I think the professional
15 cohort, the professional librarians need to be
16 responsive to such functions as advocacy and
17 ombudsmanship, these kinds of things, as these are
18 spelled out in terms of professional responsibility
19 and specifically, Mr. Velde, I think that the fiasco
20 about a code of ethics has been left over since 1938,
21 and we still have had no code of ethics for this
22 profession, is an indictment on the profession.

23 This is the area that seems to me we
24 need to address ourselves to. We need progress.

25 DR. BURKHARDT: Dr. Penland, thank you

1 very much.

2 DR. PENLAND: Thank you very much, Mr.
3 Chairman.

4
5 DR. BURKHARDT: Now, we have got five
6 more people on the public session, and if each of
7 them confines his remarks to ten minutes, the
8 Commission will be able to get some lunch. If you
9 don't, we will just have to get through it as we can.

10 I would like to call on Mr. Marvin
11 Scilken, from the Orange Public Library, Orange,
12 New Jersey.

13 MR. SCILKEN: I will try to be very brief.

14 DR. BURKHARDT: Thank you.

15 MR. SCILKEN: I happen to be a neighbor
16 of Newark, so we are familiar with the problems of
17 Newark.

18 However, we in Orange have a problem.
19 We have one of the highest tax rates in the State
20 of New Jersey, if not the highest. It is higher than
21 Newark's tax rate, so we have to fight for every
22 dollar we get, and we are fighting every other city
23 service, because there is not much money to spread
24 around, and our concerns are that we get enough
25 money to continue our programs.

1 When I hear the previous speaker it
2 makes me a little leary. I don't think the taxpayers
3 are going to pay me to change the social order,
4 and I wonder if that is a viable sort of program,
5 unless we get funds from the Federal Government.

6 DR. BURKHARDT: Mr. Scilken, when you
7 say we have the highest taxes ...

8 MR. SCILKEN: I mean Orange, New Jersey.

9 DR. BURKHARDT: Orange, New Jersey.

10 MR. SCILKEN: One of the highest tax
11 rates.

12 DR. BURKHARDT: Property taxes?

13 MR. SCILKEN: Right.

14 On the State terms of equalized valuation
15 basis, it is over 776, and I believe that is higher
16 than Newark.

17 I don't want to get into a fight about
18 what is what, but it is a sore point with our
19 city fathers, that much state aid of one kind or
20 another goes to the larger cities at the expense of
21 the smaller cities, which have the same types of
22 problems, and that is another point in the New Jersey
23 plan, which in our area has had the effect of Hood
24 Robin approach. It robs from the poor and gives to
25 the rich, in that the library which is the richest

1 serves the richest town, and it doesn't tax itself
2 sufficiently to meet the demands of its people, and
3 it shifts that burden of meeting these demands to the
4 rest of us, which we meet through the New Jersey
5 plans. So the state is building up the cities, and
6 I have an article on that if you care to read it.

7 It is not true of all rich towns; it
8 is just a few, and I hope that when you do a national
9 plan you will take this into consideration that it
10 should not be used to bail out people who can
11 afford to tax themselves for library services, and
12 charge their services to their neighbors.

13 I hope that you will work out a
14 national plan and encourage the states in their plans
15 to encourage side to side borrowing, borrowing from
16 one's neighbor, in line of the numerical register
17 approach used in Louisiana and Texas, and first, I
18 am sorry to say, it was mentioned back in '48 by
19 Mr. Dewey. We were a long time trying to pick up
20 this approach. It's a very inexpensive approach,
21 much cheaper than most other types of union catalogs,
22 and it should be examined by you, I believe.

23 And the reason we have difficulty
24 getting support is not very hard to see. Milton Byam
25

1 spoke about it this morning, schools denigrate
2 the value of print. Very few people read books in
3 this country.

4 Even if we had a good PR campaign, it
5 wouldn't do us a hell of a lot of good because it
6 didn't touch the lives of most people. I mean, they
7 don't read books. And if we are telling them they
8 should read books, we turn off more people. It
9 would probably do more harm than good.

10 It seems, in my observation, that the
11 schools do so well monetarily because the further you
12 get from the taxpayers the easier it is to get the
13 dollars and they are sort of insulated.

14 I have some random thoughts that I
15 wrote down here as the other people were speaking.
16 I certainly think you are a brave lot to sit here
17 through three years of this or two years of this. I
18 am sort of -- and at this morning's session. We
19 should know what we are talking about when we speak
20 about a network. It is a very small part of our
21 operations. We circulated last year, 1974, 140,000
22 adult items. Of this we borrowed 750 from outside
23 our library. Many of these books we own ourselves.
24 Half of the interlibrary loans were for college
25 students who might have gotten them back at their

colleges, if the colleges were geared up to meet those needs.

Well, I could go on --

DR. BURKHARDT: Perhaps we could turn to the question.

MR. SCILKEN: I have one other point.

Another reason, a big point with me is why people don't use us; we make life difficult for people who want to use us. I refer to the catalog cards which are written in code, only breakable by librarians and a few elite people in fair numbers, and we refuse to print them in English, and from there to ISBBM it is going to get worse.

DR. BURKHARDT: Mr. Casey.

MR. CASEY: I believe you made the point that Orange has the highest tax rate in New Jersey, or one of the highest?

MR. SCILKEN: One of the highest.

MR. CASEY: Okay. Now, how do you rate in terms of local per capita support for libraries?

Does that high tax rate translate into the highest local support for libraries or not?

MR. SCILKEN: No, it does not.

We have an expenditure of \$9.00 per capita, and receive \$6.00 from the City. We happen

1 to be endowed. We get state aid, thanks to Roger,
2 and fines and fees and various other things make
3 up the difference, so we get \$6.00. We are below
4 average in the county. Our state per capita income
5 is \$9,000, our family income, as compared to the
6 City, which is three times that, twice that.

7 MRS. MOORE: Since you seem to be sort
8 of psychologically inclined, I wanted to share some-
9 thing with you and then ask you a question.

10 I had a group come to see me recently
11 from the Mental Health Association, and somehow they
12 had gotten a copy of this document and they chastised
13 me rather severely because they said we were giving
14 all of our attention to information and very little
15 to the important point of doing more to encourage
16 people to read, because from their point of view
17 it would solve many of the mental health problems,
18 and they thought that we should mount a campaign to
19 encourage people to read like Robert Frost or
20 whatever this was would be a healing matter for the
21 nation.

22 You have mentioned the fact that very
23 few people are reading books.

24 Do you think this Commission has any
25 responsibility in this field, as the Mental Health

1 Association felt we did?

2 MR. SCILKEN: I hope so. I would like
3 to make a pitch for a stand that is based on not how
4 many books people acquire, but how many books a reader
5 can find that he wants when he comes into the library,
6 and I have suggested that in my written report
7 to which I have submitted, which no doubt you will
8 get, and I am a little leary of the stand that merely
9 counts books.

10 I think the most important things are
11 books or whatever have you; the most important thing
12 is what happens. Is the possible reader satisfied
13 when he comes into the library; does he find what
14 he wants?

15 MR. LERNER: How do you measure that
16 SQ, you know, satisfaction quotient?

17 MR. SCILKEN: You ask them.

18 Rutgers came down and did a study, one
19 day study, statistically invalid, on 431 people who
20 used our library for Monday, a 12 hour day, and they
21 asked that question: Did you find what you wanted?

22 And 75 to 80 percent said they did. I
23 think it is pretty good. But I would like to see us
24 measure all our standards in those terms.

25 Does the college supply the students with

1 the books that they want? I understand from colleges
2 it is 40 percent, and I would like to know-- I mean,
3 I fell colleges in our areas, some have them. I am
4 sure I can say this, but the fact is I don't know
5 how students react, but we see a lot of college
6 students who are trying to use our networks to borrow
7 books that the colleges of course should have, and
8 it costs the state money. That college not having
9 that book in a usable form for the student costs us
10 all a fortune, and then by the time we get it --
11 we are not too fast sometimes, especially for text-
12 books. He doesn't want it, so it is down the drain.

13 MR. MOORE: Colonel Aines.

14 COL. AINES: I would like to explore an
15 angular vision that you expressed a moment ago, and
16 I think you said that the schools have denigrated
17 the value of print, or words to that effect.

18 MR. SCILKEN: I think Milton Byam said
19 that this morning. I don't want to be saddled with
20 that.

21 COL. AINES: Thank you. But I assume
22 your quotation indicates that you have some sympathy
23 for that view, which may be an accurate observation,
24 by the way. I was always under the impression that
25 television had more to do with it than perhaps schools

1 encouraging a diversion from print. They have moved
2 towards audio visual, true, but is this because of
3 the type which causes students, the kind of world
4 that now exists, or is this a deliberate attempt on
5 the part of the schools to move away from the print
6 as medium?

7 MR. SCILKEN: I can't say why. I know
8 that they have spent a lot of money on AV materials.
9 If you ask many teachers they will say AV is not
10 too good, the type of materials that they get, because
11 the market is too small to have really good films
12 and so forth, but when we serve children who are
13 from the schools they look around for cassettes
14 and the film strips, and what have you, and we can't
15 afford very many of those because a book, though
16 expensive as it is, is about one-tenth of the cost
17 of a similarity. In fact, it might be one-hundredth
18 of the cost of some one item that is just out of
19 our reach. The schools seem to have the money to
20 afford these things where we don't, so when a kid
21 comes in from school looking for the same type of
22 things that he found in his school library, immediately
23 we just don't rate. There is a huge gap on the type
24 of things that we have and he has in his school.

25 MRS. MOORE: We thank you very much, Mr.

1 Scilken, for coming in and giving us some interesting
2 testimony.

3
4 MRS. MOORE: Our next witness is Mr. Clyde
5 Evans from the State University of New York.

6 You have heard how the other witnesses
7 have reacted. I have seen you back there in the
8 audience, so we don't suppose there is any need for
9 any special instructions, so we will be glad to hear
10 from you for whatever statements you would like to
11 make and to respond to questions.

12 MR. EVANS: My name is not Clyde. It
13 is Glen Evans. I am Director of Library Services,
14 State University of New York.

15 I should said straightaway that what
16 testimony I am offering to the Commission is a personal
17 view and doesn't necessarily represent statements of
18 the State University. I hope you will accept it in
19 that term.

20 I also apologize that I haven't prepared
21 written testimony at all. It is my expectation that
22 I will do so, and I will submit a written statement
23 that will be supportive of the notes taken here.

24 I welcome the report very much. It has
25 the virtue of all good reports. There are eight

1 statements in it that will never act to stop anybody
2 from doing anything. The world will keep on going
3 and the progress that has been made and is being
4 made in developing the network over the last two
5 years will seem quite innovative.

6 The times have changed a lot and I feel
7 that I want to draw the Commission's attention to
8 what I think is quite a drastic change the year in
9 which the Commission is performing this work, the
10 change which has taken place within the last two years.

11 I was very taken with an expression
12 that Col. Aines used this morning when he used the
13 phrase "re-focus on survival." The question of whether
14 or not the Commission's statement should be re-written.

15 My suggestion is that you should not
16 re-write the proposal in terms of changing it. Your
17 proposals as they stand are perfectly appropriate
18 where the one is extending or contending with the
19 economy.

20 One of the papers that I have had the
21 pleasure of reading was the Wesstat report. The
22 Wesstat report drew very heavily and drew attention
23 to the existing resources that were available to the
24 Commission and to the library network.

25 I am somewhat disappointed that in the

1 translation from the Wesstat report to the text of
2 the draft, the final draft, I take it that now is the
3 final draft, that important segment of the Wesstat
4 report seems to be diminished somewhat in importance,
5 and it is beginning to look a little more like an
6 overlay of something or what is already happening.
7 The Commission is already aware of what is happening
8 in the development of the OCLC and that in New York
9 State they have provided no network to develop
10 graphic networks. There is no need to pursue those
11 except to say that the technology is changing yet
12 again.

13 I was very interested to see an announce-
14 ment of the patent license granted to a subsidiary
15 of writers. This report was in the New York Times
16 of April 5, of this year, in which at last cable
17 television and ?freeze frame television and digital
18 computer data base were linked together through the
19 same network. It seems to me that will have a profound
20 impact on the way the library technology will develop
21 in the next few years and I hope as the Commission
22 continues its work it will continue to be aware of
23 that particular development.

24 Now the reason I draw your attention to
25 that is that technology can go similarly towards

1 solving one segment of the problem that the library
2 community is facing, but only those problems which
3 are concerned with cost efficiency. If we can reduce
4 the cost of processing material we can improve the
5 efficiency of operations. That says nothing towards
6 the effectiveness of the operation.

7 Let me give you an example. If you can
8 reduce the cost of cataloging a book by a dollar, and
9 you are cataloging 10,000 books a year, you have
10 saved yourself \$10,000. If it so happens these
11 \$10,000 books are books you don't necessarily want,
12 you will have only a 5 or 6 percent utilization.
13 So that I understand and indeed I am presently working
14 with heavy emphasis on the use of technology in the
15 development of the library services and library
16 information services that become self limiting at
17 some point.

18 Do we put an end to the progress that
19 can be made into the efficiency and on the savings
20 that can be gained?

21 Let's go back. I am sorry, I should have
22 added, sort of referred to Col. Aines statement that
23 I take the view we are not talking about an increase
24 in money. I think we are talking about a reallocation
25 of existing resources, and that is the viewpoint that

1 I present to this commission.

2 Now let me look at the question of
3 cost effectiveness, which is totally different again
4 altogether. It is clear evidence, I think, that the
5 kinds of central periodical resources that Dr.
6 DeGennaro and Dr. Kennedy addressed in their own
7 presentations this morning, it is clear evidence that
8 such a service can be both cost efficient and cost
9 effective, and so let me underline and underscore
10 what I see as a very vital task that the Commission
11 could undertake.

12 However, that development of a serious
13 resource or any natural resource in itself can't
14 be self-sufficient either. It, too, must be supported
15 with the technology, and it may well be that technology
16 of the document transmission and in fact transmission
17 is an appropriate one to think about.

18 Some quite serious thought is devoted
19 to the question of document travel versus communication
20 substitutability.

21 At what point is it not necessary for
22 the human being to get into a car and drive into a
23 city to perform the job of work? At some point it
24 may be cheaper and easier for the individual working
25 at home or away from the city to perform equally

by the use of television, digital computing transmission and so on and so on. I want you to keep that in your minds.

In looking at cost effectiveness, I think we have to look much more closely at role or roles of libraries, and, unfortunately I understand the position the Commission finds itself in. All libraries tend to be equal and tend to be treated equal and that probably is a fact of life that it would have to be treated as equal in the recommendations that the Commission has made. Unfortunately, life isn't like that. It may be that what is necessary is a reallocation of resources to beef up and support those connections which are unique and/or national resources.

It was very interesting in taking in the remarks of the director from the University of Delaware this morning, who pointed out the importance of his chemical engineering collection to the community on the one hand, and maybe changing the entire mode of operation of small libraries on the other.

I was present at a conference in Chicago. Al was there and the previous speaker-witness, Mr. Scilken gave a paper there, and I want to underline

and support what he said about standards. It may well be that one of the modes of reallocation -- I really present this as a speculation -- is that college libraries and some libraries will grow small, they will become usable libraries and will have small volume collections, and they will stay small and monies will be reallocated, beefing up the large important collections, like the public library, and indeed, in special cases, like to give an example, the chemical engineering collection of Delaware.

This means, however, another look at the standards and the way standards are derived, and I just want to say that I have a lot of sympathy for the suggestion that Scilken made. It may well be that standards should be refined in terms of the goal of the library and the use to which the collection is put, and not the building of heavy collections or anything to that effect.

I understand how difficult that is, and I understand that we don't necessarily have the ability now to identify what these co-collections are, how they should be found, but again that is not the work in progress, and I trust the Commission will keep abreast of that work as it continues deliberations.

Finally, I just want to point out two

1 specific things: One that I had written personally
2 to Mr. Trezza about, and one was a professional
3 question that came from Dr. Burkhardt, who questioned
4 the role of the state. I understand the importance
5 that this Commission has to place on the state's
6 role, and I understand the prosecution recordance
7 of that, and I really don't have any problem about
8 federal funds flowing into a state agency, and I don't
9 have any problem about the state library being
10 the appropriate agency for that.

11 I do have, however, a concern that the
12 state agency may not be the only arbiter of disburse-
13 ment of the funds. Not all state agencies are
14 equal. Some of them are better, some of them are
15 worse, some of them are fast, some are slow, and I
16 would hope that once it is perfectly proper and
17 necessary for a state agency to have maintained
18 their coordination role, they should not necessarily,
19 I think, in my view, be the arbiter of the disbursement
20 of funds. They should have an opinion and the
21 disbursement responsibility should be placed else-
22 where.

23 Finally, there is a small question which
24 relates to a minor concern that I have, and that is
25 the relationship between the libraries and the

1 information industry segment of the concerned. In
2 fact, it is extremely difficult for the library
3 which is providing services, more particularly if
4 they are of the computing or technological nature, to
5 offer services to a full profit agency. It's a very
6 real concern that one may lose one's IRS not for
7 profit tax status if one seems to be providing
8 service to a full profit agency.

9 I am not that well versed with the
10 income tax laws, and all I do is pay, but I do
11 suggest that the Commission may want to consider this
12 as a possible hindrance in the closer integration
13 and necessary closer integration of information and
14 people with the librarians.

15 DR. BURKHARDT: Thank you.

16 Any question?

17 May I admonish the commissioners that
18 if they want to eat lunch they have got to make
19 their questions few and short.

20 MR. EVANS: I will answer yes or no.

21 (Laughter)

22 DR. BURKHARDT: Bud.

23 MR. VELDE: You mentioned as far as
24 the disbursement of funds, you don't feel that the state
25 librarians should have the last word. You mentioned

1 it should be done elsewhere.

2 Where are some of the elsewhere places?

3 MR. EVANS: I would expect it would back
4 up to the federal level.

5 MR. VELDE: Back up to federal, not
6 some other groups in the state.

7 MR. EVANS: Yes.

8 I understand the difficulty of that.

9 MR. LERNER: Should some of those funds
10 come directly to other institutions, by-passing the
11 state library?

12 MR. EVANS: I wouldn't have any objection
13 to that fact. Do you have any?

14 DR. BURKHARDT: It is really a question,
15 though, what kind of function the state library
16 agency does serve so far as the disbursement of funds.

17 When you look at the various fiscal
18 agencies in existence, the state libraries certainly
19 are candidates for some kind of funds.

20 MR. EVANS: Yes. Let me try and clarify
21 and maybe repeat what I said. I don't have any
22 objection to funds being channeled through the
23 state library agencies; I think that is perfectly
24 appropriate and they have a valid and vital
25 coordinating role. There may well be occasions when

1 people will probably find very valid appeals for
2 funds that may not necessarily receive the 100 percent
3 support of the state agency, and I would like to
4 see at least the right of appeal.

5 DR. BURKHARDT: They shouldn't be the
6 exclusive --

7 MR. EVANS: The exclusive arbiter, yes.

8 I have no concern about them being the
9 channel. I am concerned about their being the
10 exclusive arbiter.

11 MR. LERNER: What do you think of
12 a state library agency with the State Library
13 Commission broadly representative of the people of
14 the state?

15 MR. EVANS: I don't take any objection
16 to that providing it is a Commission that is not
17 a mere advisory --

18 MR. LERNER: Yes.

19 It would be a directing commission.

20 MR. EVANS: I wouldn't have any problem
21 with that.

22 DR. BURKHARDT: Mr. Becker.

23 MR. BECKER: Glen, you spoke of
24 efficient centralized service, and I think you
25 mentioned OCLC as an example.

1 In your kind of picture of the future
2 as implied by the national program, do you see one
3 such activity as being required to satisfy the
4 libraries of the country, or several?

5 MR. EVANS: I think on the levels of
6 appropriateness, I think a lot of it depends on what
7 the traffic is. It may be that one center is enough
8 to handle cataloging and serious cataloging and
9 serious control. I would doubt if one center is
10 enough to handle, say, circulations on a university-
11 wide basis, which is one of my concerns. So I think
12 a lot of it depends on the volume of activity. I
13 don't see any reason why there should be more than
14 one center, providing the center is offering good
15 and valuable service.

16 Let me offer two more points that I
17 should have made in my address in relation to that
18 statement.

19 At some point the Commission might
20 want to address itself in its work to the fact that
21 it is now possible to demonstrate clear cost
22 efficiency savings through the use of systems like
23 OCLC. We now have enough experience and libraries
24 are going to have enough experience that we can point
25 not to the kind of cost analysis questions that

you asked an earlier witness, but to the fact that it is now possible to demonstrate clear cost savings. I hope that the Commission will attempt to do some of that evidence in support of this. It doesn't have to be an open dollar with no return.

The second thing I want to point out is to remind you that Mr. Trezza very kindly came to a meeting of the Council library headquarters in Chicago a few weeks ago and after that meeting I just want to reinforce publicly what we said then.

The Council of Committee Network is a group of network directors who are actively engaged in the development of library networks. We are now talking about an OCLC system with a thousand terminals by Christmas and fifteen hundred by the end of the year. That group of people have done the job in the sense that they have gone out and beaten the bushes and gotten the libraries into the system, librarians changed. There is a corpus of experience and a corpus of expertise which I hope this Commission will feel can be utilized.

DR. BURKHARDT: Thank you, Mr. Evans.

DR. BURKHARDT: We must move on to the next witness.

Miss Gallivan, Mercer County Library, Trenton, New Jersey.

MISS GALLIVAN: I am Mary Gallivan; I am the assistant director of Mercer County Library, and I will read the statement of the director. I should say that Mercer County Library serves a population of about 90,000, including the townships surrounding Trenton, New Jersey.

And referring to Mr. McDonough's statement, we are the one library that welcomes state aid.

DR. BURKHARDT: How long is your testimony, Miss Gallivan?

MISS GALLIVAN: Very short, sir.

DR. BURKHARDT: All right.

MISS GALLIVAN: "Public Libraries have existed for well over a hundred years. Yet, the same libraries have not achieved the potential of impact the founders believed they would. With this dubious record it is no wonder we have present confusion about where the federal money would do the most good.

"We believe innovative programing in

1 public libraries is vital to attract patrons to
2 libraries because it serves a means for introducing
3 the many information and recreation services which
4 are available to the taxpayer.

5 My first proposal for the effective
6 use of federal money would be to establish a creativity
7 grant of \$1,000 to every library serving populations
8 of 10,000 to 49,000, and \$1,500 to every library
9 serving populations of 50,000 to 100,000. This money
10 would be used to pay for programs fitted to the
11 library's community. The recipient library would
12 be required to report on how the money was spent
13 and the data thus received would be published so that
14 an idea volume could be developed.

15 "Secondly, I would like to see some
16 of the money used to develop a core of library
17 program specialists. These people would have the
18 responsibility to develop programs of interest to
19 the library community, they would be trained in
20 skills of communicating human psychology and business
21 merchandising. A free library serving a population
22 of 50,000 or more would be requested to have one
23 on the staff. Under this proposal money would go
24 to library schools to alter their curriculum support
25 to accomplish these goals.

"Thus, I would like to see a federal salary guarantee whereby a national salary level for librarians would be established and a federal subsidy making of the difference between local hiring rates and the national average rate be implemented. Such action would help libraries in the cities and in the rural areas attract and hold top quality library school graduates.

"In conclusion, I do remind this body that information is only one part of what libraries are responsible for."

DR. BURKHARDT: Miss Gallivan, are you prepared to answer questions?

MISS GALLIVAN: I can attempt to do so.

DR. BURKHARDT: Any questions.

MR. TREZZA: On the salary guarantee, when you are talking about attracting them to the small communities, one of the problems we had in Illinois, for example, where we were willing to do some of the support to do that, we couldn't get any librarians out of the schools. They didn't want to go to work in the hinterlands, out in the boondocks, as they would say.

In other words, our problem, unfortunately, is like the farmer. We can't get people who will

work in the rural areas no matter what you pay them.
That's the real problem.

DR. BURKHARDT: Mr. Lerner.

MR. LERNER: What kind of cooperation
does the county library have with the City of Trenton?
Is there a reciprocal agreement?

MISS GALLIVAN: Trenton is an area
library so we have interlibrary loans through Trenton.

MR. LERNER: No. My question is
can the citizens of Trenton use your library?

MISS GALLIVAN: No, they can not.

MR. LERNER: Ah, that's fair. Think
about that.

MISS GALLIVAN: I wish they could.

DR. BURKHARDT: Mr. Casey, your advocacy
that there would be a guaranteed salary level
at the local community guaranteed with the Federal
Government, of course, is an exciting concept.

How far would you apply that? Would you
say that the police officers in your community should
be guaranteed a certain level of pay through the
Federal Government because the prevention of crime,
of course, is an important thing in your community
and translate that, of course, all across all the
municipal services.

MISS GALLIVAN: It has a wide repercussion.

DR. BURKHARDT: I think you better
answer directly that one. Any other questions?
If not, thank you very much.

DR. BURKHARDT: Our next witness is Mr.
Herbert S. White, ASIS:

MR. WHITE: I am Herbert White. I am
the immediate past president of the American Societies
for Information Science, but I am not making a
statement here, an official statement on behalf of the
society because the Joshua Smith, our executive
director, testified at some length at your hearings
in Denver. So I am really speaking to some extent
as an individual.

I think it is interesting to point out,
as I am sure he has, the unique role that ASIS
as a society can play in this, even though it is a
small group, about 4,000 members. It represents a
cross-section of librarians and information processors,
and information distribution sources, and the for
profit and the not for profit industries. So we
are sort of a small cosmos of all the things we are
talking about.

Speaking as an individual then I would want to emphasize, perhaps at the risk of redundancy, something you have heard on previous testimony that there is a need to differentiate between the cost of information and the price at which information is furnished. The cost of information services, the cost of producing information and distributing information, is clearly going up in the society, as everything is going up, and information supplied, and information distributors, and information users are all in the same type financial constraining box. This is not particularly unusual in a sense, because we have the same kinds of problems certainly in oil and food and housing, and in every other economic sector of our community, but unlike those in our sector of the community we have never been realistically as a society been willing or able to come to grips with the increasing cost of this, and addressing myself to some of the questions which were raised in regard to earlier testimony, it is probably because we have never been able to convince our citizens of the crucial needs of information and library services as contrasted to police protection and sewers and garbage collection.

I think to some extent that is because we

have in fact hidden behind the use of the word "free", and I think to some extent the connotation of the word "free" in the minds of our citizenry is if it is free it can't really be worth very much. And I say this in the full knowledge of the fact that I am speaking in the city of the Free Library of Philadelphia.

Much of the testimony that you have heard this morning has addressed itself to some of the inequities within the library situations themselves: the Newark Public Library forced to serve residence of Essex County and not being properly reimbursed; Orange County serving college students and not getting properly reimbursed for this; the University of Delaware Library acting as the central reference and interlibrary source for the entire State.

And, perhaps, one way to address these internal squabbles, it seems to me, would be to look at some ability to provide some funds and therefore some voting power in the way he spends those funds to the ultimate user of information and on a need basis and something the same way in which we provide funds rather than food on a need basis to the people who need to eat, and let them vote then with the way in which they utilize these funds, which information supplier, including which library, they wish to

get this information from.

This is a rather involved concept. I haven't thought it out in any great detail, but I think it is worthy of thought.

The final point then, and I am sure you can surmise this from what I have said before, I am not terribly impressed with the concept of total national systems in which the government becomes the activity in terms of the centralized activity, in terms of the supply function. I think there is no evidence in my judgment that such large, grandiose government civilized functions work effectively, that they work efficiently, and very, very ultimately they stop being our servants and instead of doing what we want they in fact start telling us what it is we want. And I think I will stop with that, recognizing your time constraints.

DR. BURKHARDT: All right.

Mr. Becker, do you have a question?

MR. BECKER: No, I don't.

DR. BURKHARDT: Mr. Casey?

MR. CASEY: Sir, are you advocating that libraries should charge for some of their services, in other words?

MR. WHITE: I think that we must come

to grips realistically with the fact that libraries must be in some manner reimbursed for the cost of what it is they do, and I think one approach is, of course, across the board subsidy funding, but I think there are problems with this.

One other approach is to make it possible for the users to have the resources, recognizing very clearly that we cannot discriminate against the user because he is poor and therefore refuse him service but nevertheless to make it possible for the user to come in and acquire the services which he wants on a regular transaction basis.

DR. BURKHARDT: Andy.

COL. AINES: You recognize the point of view that you expressed here has been mentioned by Knox, mentioned by Golf and a number of other people, and there is a germ of thought there, it is true that it has to grow, particularly when funds become short and the search for ultimate ways of funding become quite evident to all.

The difficulty we have is that there have been no recommendations on where one begins, how one adjudicates the differences.

I wonder if you would care to give us some perception that you see where we might be able

to start on that approach.

MR. WHITE: Well, I think I am sure I can't give you a real total answer to your question but I think we have got to begin this approach by the recognition that in fact, as I indicated, we are operating within one total environmental box involving the librarian and the information supplier in a total environment, and it seems to me that we lose sight of this, as we now talk about this and some of the legislation, either on the one hand forbidding systematic copying entirely, and on the other hand, you know, permitting systematic copying without any constraint whatsoever.

Because clearly, systematic copying and the ability to share resources is the way in which libraries need to go, and at the same time recognizing that there is an impact on the information producer.

I think we have as a society to stop being as divisive as we are between our private and public sectors, between our users and supporters, and for that matter within the library sector itself and look at it as the total national problem that it is.

COL. AINES: Well, if you have any glimmers of ideas that will permit us to move in an

orderly fashion in that direction that you feel is imperative, I sure would like to have some of them. I am sure the commissioners would like to hear that too.

DR. BURKHARDT: Mr. Cuadra.

MR. CUADRA: There are some functions like national defense that all of us expect to be paid for by the federal government on a tax basis, because it is insane to think of the individual cities and counties, state and et cetera. There are some other kinds of functions that clearly we expect the user, the ultimate beneficiary, to pay for.

Can you think of any principles or philosophy guidelines to determine what information services, what library services, are so vital that they should be paid for through the tax system and what services should be paid for by the people who benefit directly from them?

MR. WHITE: I think that information service and library services, and the cost of these services are very much an integral part of many of the other things we do, but have never been accepted as such and I think it is important to determine this and to add it into the cost of the various things that we do in our life-style under the decisions that we make. It includes realistically the cost of providing

information, as I say, as a part of the cost of the totality of what in fact is done.

Now I would believe then that self-sufficiency funding and internal control of expenditure of funds I think are essential. Again, recognizing that the government's role here ought to be in terms of a subsidy type of role as necessary and as demonstrated is necessary, rather than simply as an across the board granting of largess.

I am not sure I have directly addressed your question.

MR. CUADRA: Part of it.

DR. BURKHARDT: Well, Mr. White, I think we have to thank you and move on to the next witness.

DR. BURKHARDT: Finally, Miss Pennypacker.

Would you introduce yourself and say where you are from.

MISS PENNYPACKER: I am Annabelle Pennypacker, Supervisor of the Library Services from the Lenape Regional High School District in New Jersey, the immediate past president of the New Jersey School Media Association, and appointed member of the New Jersey Library Resources Council.

By this identification clear it states that I am now a sophisticated information science user, and I also confess my subjectivity.

I am very much impressed by the fact that this commission is seriously trying to put together the crystal ball of smash truth. Each of us has a piece of it and claim to know the total. I think however my major concern as an unsophisticated librarian media information user continues to be that which I more or less pointed out in the testimony I submitted, that I am deeply concerned for the individuals. I am concerned that we not build our house on sand, that we try, as has been emphasized many times this morning, to emphasize the information, the educational needs to make our public aware of what the librarian media information services can do for them and help to make them avid for these services.

I feel in listening to the testimony so far somewhat more close to Mrs. Moore's national health persons than perhaps to Mr. Evans' people with their sophisticated MBO and PPBS type of cost efficiency and cost effectiveness, although heaven knows in New Jersey we have been under a court order for the past year to come up with a definition for

T and E, which closely affects library media services in our state.

I would suggest that possibly in response to a very recent question that when trying to allocate resources standards are to be considered and that a support program be directed towards those elements of the information media information science area that meets standards that have been nationally developed.

DR. BURKHARDT: Thank you.

Any question.

MRS. WU: Now you are suggesting that the National Commission should develop a set of national standards.

In what way do you think we can affect the school districts.

As I note, most of the school libraries are far from their state standards or far from ALA standards.

Do you think the national standards will encourage the school districts to bring their libraries up to standards?

MISS PENNYPACKER: I think this is a case of my failure to communicate accurately. I agree that the standards exist, beginning with ALA, AASL

1 1960 standards for school library programs, the
2 recent up-dating to and including the school and
3 district programs for 1975 developed by AASL and AECT.

4 I do not think that the imposition of
5 national standards on top of this would necessary
6 do anything. I think these standards have been
7 developed after consideration by professional and lay
8 persons and are valid criteria. I think the national
9 commission in directing funding could find those
10 services which meets the standards and reimburse
11 them accordingly, withholding, perhaps, the sanction
12 of additional funding to those that are operating
13 below standards, although I realize there is a real
14 problem in this also.

15 I think the fact that schools, many
16 elementary, do not meet even the basic standards,
17 and is an indication of an area which needs further
18 concern. I think very many secondary schools due
19 to the secondary school evaluation program, have
20 library media programs that have been brought up to
21 a standard that is not reached by the elementary
22 schools, lacking the added clout of the evaluation
23 by the regional committee.

24 DR. BURKHARDT: Any other questions?

25 MISS SCOTT: You weren't here when

1 Milton Byam spoke earlier, but do you agree with
2 his earlier premise that schools are tending to go
3 to the A-V material more than to the printed word
4 and encouraging their students in that direction?

5 I think that is what I understood by
6 his remarks.

7 The schools themselves are taking the
8 students away from the printed word and directing
9 them to the audio-visual word.

10 MISS PENNYPACKER: We see in schools,
11 I believe, the needs of the user in whatever form it
12 is. If the youngster is not a reader to begin with
13 and he is a picture recognizer and interpreter, it
14 is not beneath us to try to meet that need and lead
15 him from that into a captioned picture, into
16 additional reading. I think the youngster's need
17 is the thing that directs us, although I must say I
18 cannot see any library that I have been acquainted
19 with has left the printed word on the shelf.

20 DR. BURKHARDT: Thank you.

21 I would now like to call a recess for
22 lunch with 35 minutes. We will be back here at
23 12:50 and we will start off with Mr. Carabello.

24 (Luncheon recess at 12:15 o'clock to
25 12:50 o'clock p.m.)

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AFTERNOON SESSION

DR. BURKHARDT: All right, are we ready?

Mr. Carabello, would you introduce yourself and then proceed with your testimony?

MR. CARABELLO: Frank J. Carabello, and I am a former councilman and chairman of the local library which is situated in the Borough of Yeadon.

It is a community of about 13,000 people. It is adjacent to Southwest Philadelphia, sitting between Highway 13 and Highway 1.

The story that I want to talk about actually is called The Yeadon Story. It has to do with the experience that I personally had in library work as a result of federal aid, state aid, and the will of the people.

Back in 1965 our library was at that time situated on the third floor of Borough Hall and anybody who had a heart condition wouldn't dare to try to go up those three flights of stairs to get up to the top floor to use the facilities.

At the best we could hold maybe seven or eight thousand books, and the prime users of the library in those days were the children. They had lots of energy. They could climb the stairs with

1 no problem at all. As a result of it, I think
2 90 percent of the population in the borough of Yeadon
3 did not even know we had a library and therefore
4 Council at that time thought it would be a good idea
5 to relocate that library and because most politicians,
6 and we call ourselves "politicians" in small
7 boroughs, are a little bit chicken, you might say --
8 I used that in quotation marks -- we put it on a
9 ballot. We wanted the people to decide whether they
10 wanted to spend the money to relocate this library
11 and it was in the primary of 1965, and, of course,
12 just like all primaries 33 percent of the people
13 came out to vote.

14 And to give you some parliamentary,
15 let's assume that 3,000 people came out to vote. Of
16 the 3,000, 1,100 said yes, 1,000 said no, and the
17 other 900 didn't even bother to say yes or no. So
18 you can see that roughly one-ninth of the voting
19 population in the Borough of Yeadon said yes, let's
20 relocate the library.

21 And, of course, this could never have
22 happened if we wouldn't have had federal and state
23 assistance, because that library cost roughly
24 \$187,000, of which 51 percent of the money came from
25 the borough itself. It is the only cultural building

1 that we have in the town of Yeadon.

2 We have promoted monthly displays of
3 various collections and things of that sort to fire
4 the imagination, especially of the youngsters. Every
5 year we have had art exhibits, mostly produced by
6 youngsters still going to school in order to
7 demonstrate to the people in the area that we do
8 have talented people going to school and they
9 should be encouraged to continue with the natural
10 talents that they have, and of course this is only
11 possible if you have a suitable library with good
12 lighting, attractive place to come in there and
13 take a look and see these things.

14 We also had during one month where we
15 invited the public to bring in anything of a cultural
16 interest and so they were all displayed at one time.
17 In fact, the library was too small. We had to use
18 the facilities of the Girard Bank, which was only
19 a short distance away, to promote that interest, to
20 continue with it. We did one thing with the help
21 of the Pennsylvania State Library. We located this
22 library in one of the best residential areas that we
23 have in the Borough of Yeadon. I mean, they aren't
24 cheap homes. And when we built it the architectural
25 design itself conformed with the rest of the homes

1 in that area. We have had a lot of favorable
2 comments and many people come from a more affluent
3 area and wonder how we did it, because they would
4 like to create facilities which are better for their
5 own community.

6 Politicians as a rule are afraid to
7 spend money for things that the majority of the
8 people don't understand, and when I say they
9 don't understand, when we were thinking about
10 building this library many people said to me, "I
11 didn't know you were a book lover. What do you
12 want to do this for? It is going to raise our
13 taxes," it is going to do this, it is going to do
14 that. Besides all the schools have libraries.

15 They always visualize that a library
16 is only serving the children, the youth of the
17 borough, and today that has changed quite a bit
18 because we have many retired people in that borough
19 and they are using the facilities.

20 Our adult circulation is maybe twice
21 as great as the children's circulation, which speaks
22 well for itself. The atmosphere in the place is
23 very good.

24 I bring a story to you that it is very
25 important in a small community where the only way

1 they can raise funds to support all of the services
2 of the borough is through taxes. They don't have
3 any large companies. We have a small industrial
4 park which helps but nobody is donating thousands
5 of dollars.

6 DR. BURKHARDT: You said that some of
7 the opposition to your plans said all the schools
8 have got libraries.

9 Is it true that they have?

10 MR. CARABELLO: Well, in the State of
11 Pennsylvania most of our schools -- in fact, the
12 Catholic school now has a small library which helps
13 to serve the children with their homework. I think
14 that is a mandatory situation in the State of
15 Pennsylvania. I am not an authority on that, but
16 I see Mr. Doerschuk is in the audience and maybe
17 he can tell you.

18 DR. BURKHARDT: Right.

19 Any questions from the members of
20 the Commission?

21 MR. CARABELLO: I just wanted to finish
22 one thing which is very important.

23 In the past, small communities in
24 which I lived had the interest of the people with
25 specialized skills and those people were willing to

1 run for office in order to maintain a smooth opera-
2 tion, a low-costing operation, and people who were
3 either engineers or CPA's or they were anything
4 that you would say it was necessary, a man who was
5 vice-president of a large chain of banks was our
6 finance director. Now these people gradually have
7 either moved out and some of them have been very
8 much discouraged and people who have replaced them
9 have been what I call the run of the mill politicians,
10 petty politicians, who are interested in petty
11 politics and in power. They don't really have any-
12 thing to contribute to what I call the great plans
13 for the town, to improve the town. They don't think
14 in the same category and as a result of that the
15 library functions or services are put on the back
16 burner.

17 We have a situation in our place where,
18 though, everybody on the council are the same
19 political family, the chairlady now of that particular
20 library is not in good standing with the rest of
21 them and therefore they see to it that she has to
22 maintain her operating budget in line with the way
23 it is set up and a lot of other things. This is
24 a lot of rubbish which I don't like.

25 I am out of it now, but having spent

1 so many years in trying to create this beautiful
2 thing I hate to see some small time politicians
3 interfere, and the only thing that they fear is loss
4 of money.

5 Now when a library receives several
6 thousands of dollars year after year to operate the
7 library, which is used to buy books and for labor,
8 they are afraid to lose that. It is the only fear
9 they have and, therefore, I would certainly say to
10 you people that support for these libraries is very
11 important, especially in small communities, because
12 without it I think it would be a very hard thing to
13 do.

14 Thank you.

15 DR. BURKHARDT: Any questions?

16 How big a library is it, actually?

17 MR. CARABELLO: It will hold at least
18 30,000 volumes. It is air conditioned, well lighted,
19 carpeted, and it is stone and brick and plenty of
20 light. I think it is about 50 by 60.

21 MRS. SCOTT: You mentioned that you
22 have a growing community. Now, are senior citizens --
23 do you have any special programs for that constituency?

24 MR. CARABELLO: Yes. We just got a
25 new librarian. The other one was retired and she

1 has made appearances to the senior citizens who
2 are very well organized. They have an organization
3 that meets, I think, every other Wednesday for
4 lunch, and there are at least 150 men. They call
5 themselves the army. That is the Association of
6 Retired Men of Yeadon. That is why they call it
7 the ARMY, and these people are tax conscious. I
8 mean, they have to watch their money and they, too,
9 realize that the maximum levy is three mills, and
10 we are getting very close to it now. We are up
11 to 2.95.

12 So that's another reason we wanted to
13 continue receiving funds from the state and
14 Federal Government. If anything, we hope that it
15 is increased.

16 But she has gone to those meetings,
17 taken books to them, she has opened the library
18 at 10:00 o'clock in the morning three days a week
19 to accommodate those men so they can come in and
20 peace and quiet when the children aren't there,
21 because they come in at 3:30. It is a little
22 noisy and the modern librarian doesn't say SHH
23 all the time. Today we feel they should be quiet
24 but not silent.

25 Any other questions?

1 She has even gone so far as to volunteer
2 to take books to shut-ins, provide somebody to read
3 for them and, of course, we have all the other things
4 like children's hour.

5 They are trying to get more items where
6 we can display various things, a screen and a pro-
7 jector, things of that sort, so we can show reels
8 that would come in from the Free Library of
9 Philadelphia. We are associated with them and we do
10 cooperate with them.

11 Thank you, sir.

12 DR. BURKHARDT: Thank you, sir.

13
14
15 DR. BURKHARDT: Next is Mr. George R.
16 Harrod, Deputy Director of Personnel, Government
17 of the District of Columbia.

18 A VOICE: He will be here in about a
19 minute.

20 DR. BURKHARDT: If Miss Hopper is here
21 we can go right into her testimony and come back
22 to Mr. Harrod.

23 Miss Hopper, you represent the Gray
24 Panthers, and I think you better tell us right away
25 what they are.

1 MISS HOPPER: Well, I will introduce
2 myself, if you don't mind, Dr. Burkhardt.

3 I am Jean Hopper, the former head of
4 the Business Science Department of the Free Library
5 as of January, 1974. I am also on the staff of the
6 Gray Panthers. I am also serving on the advisory
7 council on day care centers for the Philadelphia
8 Corporation on Aging, which is a conduit agency for
9 the use of the Older Americans Act money and
10 Social Security money for the service to the aged.

11 I am here to answer any questions that
12 you suggested in your letter.

13 Do you want me to describe the Gray
14 Panther movement?

15 DR. BURKHARDT: Yes, tell us.

16 MISS HOPPER: The Gray Panthers is not
17 an organization, it is a movement of the coalition
18 of the old and young who are brought together by
19 competence, sir, to be able to change society, to
20 enable people to live to the fullest potential.

21 We are also very interested in being
22 people to involve ourselves in the decision making
23 process in every agency or every organization that
24 actually affects us.

25 We do not feel because of our age, because

1 we are too young and too old, that we must be
2 thrown out of the mainstream of life and politics,
3 and therefore we make every effort to set up many
4 movements, many coalitions that will enable us to
5 perform these functions.

6 We are very interested in citizens
7 monitoring movements, we are very interested in
8 coalitions with other agencies in actually correcting
9 transportation ills, we are very interested in
10 creating better housing policies, we are interested
11 in giving more options in taking care of older
12 people other than nursing homes and any other
13 institutionalized type of methods of relegating
14 old people to.

15 DR. BURKHARDT: Would you say that the
16 present information resources now available to you
17 are sufficient for you to really get the data you
18 need for these various programs?

19 MISS HOPPER: Let me put it first on
20 the local level and then on the national level.

21 Since we are a national network we,
22 through our national offices, receive a great deal
23 of mail and calls for assistance but I will put this
24 on a local level. On the local level it is true we
25 have the IRAC, which is part of a health and welfare

1 council information retrieval system.

2 We also have SARA, which is part of
3 the Philadelphia Corporation of Aging.

4 However, even if we have these two
5 networks, we never feel that we have a conclusive
6 solution to the problems that come in by telephone
7 to us.

8 Although we are not a service
9 agency, we are continually bombarded by many calls
10 for help from older people, from children of older
11 people, and we find that we need one coordinated
12 type of information retrieval system that will make
13 the community work more efficiently and be able
14 to do a much better job for the people who call in
15 for help.

16 Right now, we do have these isolated
17 and distress type of information systems but we
18 would like something much more cohesive and we
19 would know we would just be working through one
20 network and not trying to call up three or four
21 different systems for the one question.

22 Is that what you wanted to know?

23 DR. BURKHARDT: Yes.

24 MISS HOPPER: Now on the national level
25 I want to cite one particular project that we are

working in. We are working in a project on the inadequacies of long term care. Two of our staff received funds from the Presbyterian Church to make a study of nursing homes and other alternatives of nursing homes.

Now in the study there were two elements that were very important that would have been very useful had we had these services. The one element which is very important is that the individual consumer and groups are truly asking how and where to get started on nursing home reform. We are trying to set up in different parts of the country citizen monitoring groups that will monitor nursing homes and boarding homes and will monitor any type of institution that takes care of the older people.

Now we do not have any type of a network on a national basis that will be able to pull out these various isolated groups that are working on this type of a reform and we do get calls constantly from government agencies all over the country, from state agencies asking us for that type of information.

Now another form of information we would need on a national level, what official governmental agencies, what non-official governmental agencies are working with nursing homes, any type of home, health

care, what are their present policies, what are they planning, what innovative ideas are they planning for.

This is the type of thing we would like to be able to pull in and be able to actually give a better service in trying to initiate nursing homes and alternative care reform.

MRS. MOORE: I think maybe your constituency might like to know that the law of this Commission requires that the interest of older citizens be considered, and that a person be on the Commission specifically to represent that group, and you may be happy or unhappy to know that I am that person. I am the only one that admits to be old enough.

MISS HOPPER: I think I have met you.

MRS. MOORE: And I thought you might like to know that you have an advocate in this commission.

MISS HOPPER: Thank you very much.

DR. BURKHARDT: Mr. Casey.

MR. CASEY: I am inquiring specifically in reference to the Philadelphia Free Library.

You refer to the nursing home hearing agencies, health care transportation and so forth.

Some of the libraries have what they call community information centers, it is described in a number of different ways, or human resources centers, which indicates where a person can call if you need information on the subject you mentioned, or if you need one of the child care facilities in this community, or where can I get legal aid; I am an alcoholic, where can I get a clinic and so forth.

Now, does Philadelphia Free Library provide such a list of these human resources so that if one calls can you refer them to a legal aid society or something like that?

MISS HOPPER: To a limited degree.

I must say that we have made every effort to try to act as a source of information but I don't think it's really developed enough to be as useful as I would care to see.

MR. CASEY: That's the Free Library.

MISS HOPPER: One thing we run into in our questions at the local level is a geographic approach.

Well, let me tell it. We get calls from the northeast, say, from either an older woman or a son of an older woman, who are asking for information and our help would be on a geographical

or local level. We find great difficulty in answering that question on a local level. We have to have some sort of input to answer our questions.

MR. CASEY: Well, can you refer that person to the library to find out the information -- to the Philadelphia Free Library?

MISS HOPPER: But not the geographic level. That's pretty difficult. I have even called up the Health and Welfare Council which has IRAC, and they were unable to answer that question for me, too. I think it is a much better way for us to get information.

See, when a person is actually, say, northwest, and he can't get here, transportation is a very, very serious problem with many people, so that we have to give this information on a very, very detailed geographic level if people are unable to get transportation, and also be able to participate in any sort of activity that is in his local area.

That has been my great problem.

DR. BURKHARDT: Any other questions?

One more question, please.

MRS. WU: Just a very minor question.

Does your State Department of Human Resources provide you with the materials that you

need, career materials?

MISS HOPPER: You mean materials, published materials?

MISS WU: Right.

MISS HOPPER: I am also the librarian of the Gray Panthers. That is how I got in on this, because of Elma Greese, who heads the nursing home project in Washington with Ralph Nader. We receive a great deal of materials from HEW and many of the agencies because of her relationship to Ralph Nader, but normally unless we ask for it we don't get it automatically.

If that is what you mean, we don't, no.

MISS SCOTT: What do you think libraries can really do now for the senior citizens that they are not doing in this locale, in Philadelphia?

What specifics do you have in mind?

MISS HOPPER: Now, let me put it this way. Education is now becoming less of a formal nature and more informal. I think libraries can do much more in terms of getting older people, perhaps, to try to really study and develop different careers.

Let me give you a very good example.

The other day, this man called up. He is very much concerned about his mother who is all alone up there in the Northeast, doesn't do anything, very lonely. Now this is a woman who should be doing something economically for herself, doing something very, very interesting that really is important to society and not just what I call a play-pen concept of going and doing something. I am against the play-pen concept with citizens. I want to tell you that. I believe they should be doing something that is socially valuable to society, whether it is paid or unpaid.

And I would actually like to see that woman take a course, some sort of a course in the library that would prepare her for some sort of clerical job, any sort of a job where she would actually participate in society itself, not participate in playing cards or things of that nature.

I think that we need a great deal. We need to stimulate us old people because I think if you don't stimulate people they will actually become senile, they will lose their interest, but I think you have to stimulate them in the sense they feel they really are doing something very, very

usefly.

The library has to take a role, active advisory role which seems to be not as neutral as it used to be, but to get them interested in seeing that they get involved in sitting on monitoring City Planning Commission, getting interested in participation in actual agencies.

This is the type of thing I would like to see, the actual doing of something of a non-neutral nature but putting a lot of meaning into these peoples lives, and not just having a play-pen and day-care center concept.

DR. BURKHARDT: Thank you, Miss Hopper. Thank you very much.

DR. BURKHARDT: Mr. Harrod.

I guess the Metroliner was not on time.

MR. HARROD: Yes, please excuse me.

It was on time but I had no breakfast and I couldn't convince the lady downstairs to expedite feeding me.

(Laughter)

DR. BURKHARDT: Well, it is no trouble at all, Mr. Harrod. You just go right on into your testimony.

Introduce yourself first.

MR. HARROD: My name is George Harrod and I feel rather naked here. I am the deputy director of personnel for the D.C. Government. I was asked by Dr. Harvey Franklin to give my ideas. He is the director of libraries for this group. I sent a paper up and I will be very brief.

I know that you are --

DR. BURKHARDT: We have read your paper, Mr. Harrod, so you can just hit the highlights and then we will have time to question you on that.

MR. HARROD: Okay, fine.

I think that some of the things this body could do would be give us some advice or guidance in realistic services that we can give to people in the metropolitan or the urban areas. I am speaking specifically now of Washington, D.C.

Just recently, as I am sure everybody knows, we were granted the wonderful thing of having our own home rule, which can be very good and it can be very bad. Because in talking to Dr. Franklin yesterday the City Council did a beautiful job on the libraries' funds and it is causing us a lot of dismay.

Now from the employment standpoint or

from the personnel standpoint I see the library as a focus point for assisting the unemployed in the metropolitan areas of Washington, D.C. The libraries are being utilized far more intensively than they have ever been done before, and the people are not coming in to read the paperback books and things. They are coming in to get information about jobs that heretofore they were unable to go to. They want some insight on them. They want to know what it takes to do the type of job and I feel that we are not giving them this type of service. This type of information is not always available.

We had, oh, last year, I think prior to Dr. Franklin coming, Dr. Byam, who I understand spoke early this morning, was a librarian. We proposed a suggestion to him. We wanted to have some satellite personnel centers located in significant libraries in Washington, D.C. Here is what we wanted to do:

One, we wanted to encourage people to come and utilize the libraries; we wanted to give them access to all vacancies in the District government and the Federal Government so that they would have an opportunity to see where jobs were available.

We placed them, as I said, in four

significant locations. One, in particular, is in a largely densely populated Spanish speaking area. We were very disappointed with the fact that they were not utilized. We had to close them and I just couldn't see why. I thought we had a service that we were giving to people. I had a problem with some of the library people because you have to get enthusiasm. We from the personnel standpoint had it. We had to develop enthusiasm on their part to contribute towards the service, but we finally got it all together. But then we couldn't get the people to respond.

Now in talking to Dr. Franklin as recently as just yesterday, we are going to try that again. We are going to try a different approach. We are going to try and combine certain areas in the government, the Department of Human Resources, which has Medicaid and our food stamp program, we are going to take personnel where I am definitely involved, we are going to take libraries, we are going to put people in there with the authority to give services. We are going to try to train. We are going to take the library staff and let them take a look at the vacancies that we have available and then extend to the people who are coming in and

asking for information the type of book and things they should read to attempt to benefit them to take advantage of these jobs.

I feel that we in Washington, D.C., we have no way of charging for our library service; we are sort of in the middle. The people from the States of Maryland and Virginia utilize the libraries in Washington. There is no way we can get any funds back and we are giving tremendous service for it.

The mayor just recently threw up a trial balloon for commuter tax similar to what you have, I think, in New York and it was shot down terribly, so we are just afraid to say we want to charge to use the libraries from the people from Maryland and Virginia. But we are actually being over-utilized and underpaid.

I think that I have listened very intently and, as I said, I think I have learned something here today and I am going to be a lot more lenient when I deal with libraries in the District of Columbia from the personnel standpoint from now on. But, really, I think you can do a tremendous service if you will allow the large libraries in the urban areas -- I think the same problem exists in the cities of Detroit and New York;

I have talked to the people there -- to give the services that the community needs by supplying the type of information they need, and I think it would offset some of the economic problems that we have.

I don't have any more to say, because I have learned so much from the experts, but I am receptive to any questions if you think I can answer them.

MISS SCOTT: When you opened up that satellite location -- I assume it is 18th and Columbia Road --

MR. HARROD: Definitely. That's where it was.

MISS SCOTT: I am a voter in the District of Columbia so I know some of your problems, but I assume you put a Spanish-speaking librarian into that area?

MR. HARROD: Not only did we do that.

The first time I went in, I am sorry to say this, they put it downstairs in the basement and I will not use the words that I used to express my dismay at it being there, but it was placed upstairs on the first floor with a big sign and we did utilize the Spanish-speaking person.

I might add this. As I said, we are

going to do this again. We are trying it at the Woodrow Wilson Center, since you are familiar with that, which is right around the corner. We are having a little difficulty with the Spanish speaking community because we have got five different factions that don't agree on anything and I thought for a long time that they said we blacks didn't agree, but I mean we are really together. I am just trying to get them together. (Laughter)

So, that's one of the problems that I have.

MISS SCOTT: Now, from the City Council's viewpoint, how much clout do you actually have between the mayor and the City Council in getting your appropriations, because they are coming from the Federal Government to begin with, from Congress.

MR. HARROD: Well, I am almost reluctant to say this, being an employee of the District Government, but we have two unique things. You say you live there. We have the mayor, who, I think, is doing an excellent job from the negative standpoint. We have the elected City Council who feels they are doing what their constituents want. However, I think the basic problem is a lack of familiarity with big time administration, and when you cut what

appears to be fat in a budget really isn't fat.

In talking to Dr. Franklin yesterday they cut out the things that he needed most of all. They cut out some additional jobs that he wanted to put in new libraries.

Yesterday I visited the Walter Daniels Library, which will be located at 7th and Rhode Island Avenues.

I hate to speak directly to this lady but she does know Washington.

I think it is going to be a beautiful thing. It is in a real neglected neighborhood, and as we were coming out two youngsters said to us "When are you going to open it?" And Dr. Franklin said, "Do you want to see it?" They said, "Yes." He just took them right back in.

Now it is practically finished except for the shelves and different things being filled in, and the kids were amazed. They said, "This is going to be in our neighborhood?" We are trying to stimulate some interest where the people will learn how to construct and keep things up rather than to tear them down, and that is the problem we have got there.

Washington is made up of so many, for

lack of a better word -- I am a native Washingtonian -- emigrant persons who have come from all different geographic areas with many, many frustrations that are taken out, seemingly, when he gets there, and then we, who have been there for years, who are trying to still maintain that status, we are having difficulty, and that is not your problem. But, I mean, we are having difficulty trying to show them that the library is for their own good.

I went in the area down by Terrill School yesterday and I was so extremely pleased to see youngsters getting photo-visual information, learning how to read. It's discouraging. They are not getting it, evidently, in the schools and the library was attempting to do what I think some of the schools should do.

DR. BURKHARDT: Mr. Lerner.

MR. LERNER: You have talked about that problem which we heard and it has been testimony that we have heard all over the country and what I want to zero in on is the problem of the relationship between your library and, for example, neighboring states, and we have this problem we saw here this morning between a city library and the counties. People in the county can use a city library but the

city library can't use any suburban and you have that same kind of a problem with people from Virginia, people from Maryland, using the D. C. Public Library and yet there is apparently no reciprocal agreements, I am sure.

What would happen to your central library, for example, if you suddenly by administrative fiat announced, "Okay, nobody but a resident of D.C. can use this library any more."

What happens then, if anything?

MR. HARROD: Well, please, I want to be extremely honest here and I don't want you to think I am being insulting.

We would be clobbered, because we are in a Federal city. You have got the congressmen from Maryland and Virginia, and before you got it out of your mouth you would be retracting it. So that's about the only way that I can explain it to you, sir. We have no control. We are a city with no authority in a sense. We have got home rule with one form of representation, who is a non-voter. We are trying to change that. Something must be done. And I feel that it would have to be done from your level because we just can't do it.

MR. LERNER: That's my real question.

Can this Commission fulfill part of that need in terms of these overlapping jurisdictions?

MR. HARROD: I think it can, sir, because I think when you recommend, if you do, that the funds -- I think there could be certain stipulations that if one state gets this and the other gets that it must be that the other people involved could utilize it.

That's just my layman's answer to you.

DR. BURKHARDT: Andy.

COL. AINBS: I regret to tell you I am one of these commuters from Virginia.

(Laughter)

Just to set the stage for you.

I am fully sympathetic with what you are trying to do. As a matter of fact, I would argue that if in the large cities what you are looking for is not done, not only during times of depression but at all times, libraries are simply going to find themselves always looking for funds and looking for people to use services and that is too bad.

The question I have for you is something along this line. There has to be a pull mechanism as well as a push mechanism. There are great difficulties in getting the people to understand

as you clearly indicated with your one illustration, to come and understand that there are banks of knowledge that would help them in their day to day living. Let us say then the investment is made that more of such information is available, more people are there who can help personalize the services. Now the problem is how do you get the people in.

As a native Washingtonian, even though you have to put up with a lot of immigrants who you have little control over, do you see any possibilities of something in the educational system, something where some of the federal agencies would provide a demonstration program and additional funds.

My own organization is the National Science Foundation and it does not mean that I can promise you that we can provide any grants. That's another department.

The point I am making to you is that it appears to me there is a lot that has to be done to bring the two communities together, the librarians who want to help with the information that will be useful and the people who can be better served by getting the information, and simply having the community stay in place after we provide the facilities

1 is not going to solve the problem.

2 So I hope that you have some bright words
3 you can offer on how to bring the two together.

4 MR. HARROD: Well, I don't know if
5 these would be bright words, Mr. Aines. I can only
6 say this: That the District government is starting
7 out on a program where herebefore -- let me give
8 you a little background. I have got 34 years in the
9 District, 32 in the Federal Government, and I am
10 see now a fragmented District government becoming
11 unified. As I said, we were about to open up a place
12 in the Woodrow Wilson Center. We are now instead
13 of D.C. Personnel Office, which I am a part of,
14 going out and attempting to do it by ourselves and
15 it can't be done. We are pulling the Department of
16 Human Resources in, we are going to pull the library
17 in, we are going to pull the D.C. power administration
18 in, we want to be able to tell in each ward in the
19 District of Columbia what the employment rate is,
20 what types of jobs are in that ward and what we
21 would be looking for. This, I think, we in the
22 District must first set the stage.

23 I am not saying that the Federal Govern-
24 ment should come and just pour money in. I think
25 since we have asked for home rule we should demonstrate

that we can rule ourselves and to rule ourselves we have got to set examples.

I looked yesterday and I saw a lady who was working overtime, no pay, because they have no pay to give her, in the library but she felt that she was doing something and she had the interest of all the youngsters and older people around. So I think it is just going to take a little extra, and I am not above giving it, and I think there are many, many thousands of people in the District government who are willing to contribute. It is just that we have got to put it together, find out just which way we can do it and start working and, please, I don't want this to get back to the mayor that we haven't worked as a team, but I would like to say that we really should work more as a team and I think then the Federal Government, and you say your organization, the National Science Foundation, and things like that, once we initiate it, would be very happy to come in and to assist us, because I think this is going to be the key. I think Washington, D.C., is the focal point of this whole United States and I think this coming year with the Bicentennial coming in, this is why we are working so very hard on it. We want it to work because we know there is

going to be millions of visitors from all over the United States and we want Washington to be reflective of what the United States is so that's what we are going to have to do. We are just going to have to get in and dig.

I hope I have answered your question.

COL. AINES: I appreciate it very much.

DR. BURKHARDT: One final question from Mrs. Moore.

MRS. MOORE: Mr. Harrod, I am sure you can't answer this but I want to pose it anyway.

I am sure you are active in personnel associations throughout the country.

MR. HARROD: Through the district.

MRS. MOORE: Do you know any other personnel officers that have visited any libraries, taking a personal interest in it?

To your own personal knowledge, do you know of any others?

MR. HARROD: Up until yesterday my only dealings with the library were from an administrative standpoint, from a classification standpoint for the employment but I was so sold yesterday. I will continue to utilize my office and I am going to advocate when I go back on Thursday at our personnel

officers' meeting in the District of Columbia government that they all must do it, but I really cannot say that I know too many that have done it.

MRS. MOORE: I doubt that any have. That's why I am asking you the question.

MR. HARROD: Yes, madam.

MRS. MOORE: I think people like you who get interested in the libraries can probably do more good than all the commissions put together. After all, it is the officials of the City government and other governments who really have the fate of the libraries in their hands, and since you have become a convert I hope you will make it your business to help convert other personnel offices.

I just wanted to give you what I used to call a little heart lecture, hoping that you would go out now and do likewise and get others converted.

MR. HARROD: I am going to do that.

I want to close by saying that I feel the D.C. public libraries, if we get the assistance that we want at the lower level it will benefit us. We have now got our own school, Federal City College for underprivileged kids to go to. This will be the basis for them to materialize into higher and better

citizens.

So I do appreciate very much the honor. I was very frightened when I walked in here but you have made me feel very comfortable, not being a librarian, and I can assure you that forcibly or subtly I am going to convert some more personnel people back in Washington.

(Laughter)

DR. BURKHARDT: Very encouraging.

DR. BURKHARDT: Mrs. Larson.

Mrs. Phyllis S. Larson, and you are chairman of Citizens for Libraries in Delaware County, Pennsylvania, right?

MRS. LARSON: Yes, sir.

DR. BURKHARDT: Mrs. Larson, we have had your testimony and I think you can assume that we have read it. But if you want to emphasize a few of the points before we ask you questions, please feel free to do so.

MRS. LARSON: All right.

I am Phyllis Larson, Chairman of the Citizens for Libraries of Delaware County. Citizens for Libraries is a coalition of civic groups in the County, such as the League of Women Voters, the

1 American Association of University Women and the
2 Federated Women's Clubs and our aim is to work
3 towards library development in the County but
4 predominantly towards getting county funding for
5 county library programs.

6 Consequently, my testimony was submitted
7 from the point of view of a user of a small local
8 library and at the same time as a taxpayer.

9 The Commission had suggested that one
10 of its ideals is to provide equal access to every
11 individual to the information resources in this
12 Country. I think it is probably a well-known fact
13 that the libraries, particularly the small public
14 libraries, differ so much in the quality of service
15 they are able to provide. This is a major problem.
16 Any individual services are dependent upon the
17 locale. Consequently, one of the first things I
18 would suggest might be a priority for the Commission
19 would be standardization, both qualitative and
20 quantitative of these small public libraries.

21 As a means of doing that, of course,
22 it is also very self evident that local, state
23 and federal funds would have to be used and probably
24 the current method of having matched funds, local
25 to state, state to federal, is the most efficient

way of doing this. However, I would hate very much to see things like LSCA be discontinued because to the small public library very often these funds make a great deal of difference as to what sort of facilities they have and what sort of programs they can offer.

Our experience in Delaware County has been that one of the major problems on the whole funding issue is the lack of political support for libraries and this is dependent on two factors, a general public apathy towards libraries and also the fact that when you have inequalities then you get involved in a faction sort of thing of people being either unwilling or unable to share.

It seems that since the Commission's program, which is a very far reaching one, is going to necessitate spending on all three levels of government, it is going to be extremely important that you somehow get the support of the average citizen. The apathetic citizen has been spoken about quite a bit here today. The fact that you have librarians willing to offer services and you have a public which is perhaps not taking advantage of the services already offered. It has been a suggestion of mine that perhaps an education program here is

necessary, perhaps from the federal level on down to encourage people to use what they have and to support increased services or better services.

If you will remember when the Surgeon General's report came out about cigarette smoking, it wasn't too long after that on television, magazines, whatever, you saw a great deal of information about the Surgeon General's report about cigarette smoking. Now if something like that could be devoted toward educating the public to the fact that libraries and information centers and the whole concept of information is a vast resource of this country, and teach them to use it, encourage them to use it, I think the funding then would be much easier to obtain to implement the kind of program that the Commission has in mind.

DR. BURKHARDT: Thank you. Any questions?

MR. LERNER: I don't think your use of the campaign on cigarette smoking is a good one because cigarette smoking has in fact increased with all of that but I don't think that proves anything or not.

Let me ask about the use of "political power" or "clout" in terms of getting the kind of

funding you want in the county.

Tell us how you do this and tell us what kind of an organization Citizens for Libraries has set up to have some political power to get some of the monies you need to operate.

MRS. LARSON: Well, I think you have really hit right at the heart of our problem. Our organization is a very loose coalition, to begin with, of the citizen groups such as the League of Women Voters, and has to be very careful as to their political environment. They deal with issues but not with candidates, for example. The major difficulty seems to be that very often people in governmental positions themselves perhaps may not be library users or very dedicated to the whole concept of libraries. If you are dealing with that sort of situation you have a problem.

Furthermore, they have all of these demands for things that are far more real to a lot of people, like sewers and policemen and that sort of thing. Consequently, libraries take a very low priority.

Now the way we have been trying to get around the situation has been to work with a grass roots public sort of thing, trying to show them what

1 libraries can do for them and trying to get the
2 public then to exert their forces on their local
3 elected officials and go at it at that rate.

4 DR. BURKHARDT: Mr. Casey.

5 MR. CASEY: May I ask you, in terms
6 of your organization, is it only concerned with
7 public libraries or do you extend your interest to
8 schools and college libraries and things like that?

9 MRS. LARSON: We are only concerned with
10 the local public libraries in our county.

11 MR. CASEY: Would it not further
12 strengthen your efforts if you were to support
13 better school libraries, particularly because the
14 audience served by public libraries and school
15 libraries in a community, to some extent, is the
16 same. In other words, the youngsters.

17 Have you ever considered going to your
18 board of education, for example, for certain support
19 of school libraries?

20 MRS. LARSON: Well, I think that's
21 something that's very much needed, however, we
22 didn't conceive that to be our function since our
23 primary function was to obtain funding for a county
24 system of public libraries.

25 DR. BURKHARDT: Andy.

1 COL. AINES: My comments are more
2 addressed to apathy. I am going to make a suggestion
3 half in jest. The first is that perhaps you ought
4 to unite with the Gray Panthers. They have a large
5 community that are looking for something to do.
6 A lot of them belong to an older culture in which
7 libraries are beautiful and important and perhaps
8 you can enlist their support almost on a house to
9 house basis, keep working with the community and
10 to be an auxiliary for library workers to help them
11 on that score.

12 The second deals with the comment
13 made by my learned colleague, Dr. Lerner.

14 Perhaps what you should do is look
15 for a television program and urge people not to
16 come to libraries and maybe they will.

17 (Laughter)

18 DR. BURKHARDT: John.

19 MR. LORENZ: What has been your
20 experience with Federal revenue sharing in your
21 county?

22 MRS. LARSON: That has been mixed on
23 the county level. I do not think any funds were
24 used specifically for libraries. Some individual
25 localities, municipalities, some federal revenue

1 sharing funds were used. This is one reason why
2 I feel that any funds that come from the Federal
3 Government should be mandated for library use
4 because the competition with the other needed services
5 is so great that libraries come out on the short
6 end sometimes.

7 DR. BURKHARDT: Any other questions?

8 If not, thank you very much.
9
10

11
12 DR. BURKHARDT: Mr. David Bender.

13 Mr. Bender, would you introduce yourself
14 and then since we have read your testimony, would
15 you just give us a few of the things you want to
16 set up for us to ask questions about?

17 MR. BENDER: My name is David Bender.
18 I am assistant director of the Division of Library
19 Development and Service, Maryland State Department
20 of Education. My testimony basically is written
21 from a school media program viewpoint and with
22 emphasis from a State Department of Education level.
23 There are only several areas which I would like to
24 highlight from the testimony and then I will want
25 to respond to questions from the Commission.

1 I think that one of the concerns that
2 I have from a State Department level is what roles
3 and responsibilities we really have to play in the
4 Commission's report. It seems to me that there are
5 some fuzzy issues, and really not some clear-cut
6 areas that we have responsibility at the federal
7 level, the state level, or the local level. I think
8 especially in the school media programs I have a
9 real concern of how the office of libraries and
10 rendering resources in the Bureau of School Systems,
11 and the Department of Health, Education and Welfare
12 also ties into this since they basically are our
13 liaison and working staff at the federal level.

14 I think that as you read the report
15 also some of the priorities -- I think that all of
16 the objectives are very monumental and can
17 accomplish much but it seems to me it is impossible
18 to accomplish all of them at one time, if there
19 are any real priorities established.

20 As I indicated in my written testimony
21 upon a number of occasions, I have either spoken
22 or written to several of the members of the
23 Commission or to the executive director and have some
24 real concerns of how the school libraries and school
25 media programs tie into the workings of the Commission,

1 both in the written materials and also in the
2 opinions and the information expressed by these
3 individuals. It seems to me that much of the material
4 in school media programs really is an isolation and
5 does not tie directly into a network. It seems to
6 me that a network can accomplish much more, and I
7 am not real sure how school media programs tie only
8 into a network serving a national program.

9 I think some of the views expressed
10 by some of the people here today really indicate
11 on a school media staff members that we have a
12 real selling job to inform people what our role is
13 and what our mission is.

14 DR. BURKHARDT: All right.

15 I think, Mr. Bender, my impression is
16 that the school media programs are not mentioned
17 as such, but I think we -- at least I had them
18 generally in my mind under this general rubric of
19 the school libraries which are mentioned and, of
20 course, which do not fit into the program but I am
21 going to ask you. In other words, we are not
22 intending to leave them out. Just how they fit in
23 is something that will have to be worked out a little
24 more in detail than it is in the program and it is
25 true, but you have heard a bit of evidence today

1 from some librarians of the more traditional sort,
2 who maintain that the school media, and by that I
3 mean audio-visual things are keeping the kids from
4 learning how to read and discouraging reading and so
5 forth.

6 Do you feel that this charge or
7 generalization is justified?

8 MR. BENDER: Let me make just several
9 points in reference to your question.

10 I think that when I use the term
11 "school media" I am including both print and non-
12 print into that, so what material you have in the
13 Commission's report on libraries I fully accept
14 that as part of it being the media area.

15 I think in most of the testimony that
16 was given by several individuals in the audience
17 cannot be substantiated on fact. I think that some
18 of it is off the top of the head kind of reactions
19 and are really not based.

20 Let me give you an example of some of
21 the programs that we have going on in several Maryland
22 school systems. I think that on the Eastern Shore
23 we have a reading program going on in a number
24 of smaller systems where they have put in a number
25 of paperback materials and have encouraged some kind

1 of program in support and in relationship to the
2 media program itself occurring in the school and
3 within this media center there will be both print
4 and non-print materials available.

5 There is a time set aside each day
6 where everyone within the school building stops
7 whatever activities are going on and they all sit
8 and read or do some kind of reading activities within
9 the school. So I think this indication is the
10 students are using materials both print and non-
11 print, but there is emphasis being placed upon
12 reading the printed word. I think that much stress
13 within the program is on the printed word itself,
14 but I think we also have to realize in education
15 that not everyone can learn from the printed format
16 so that some students can be motivated, challenged
17 by some other visual experience or auditory experience,
18 and then have some reinforcement back to the print
19 itself.

20 DR. BURKHARDT: Do you think that
21 proportion of that kind of child is increasing as
22 the result of TV and so forth?

23 MR. BENDER: I think that there is
24 much change going on in education because of all the
25 stimulus and so forth that we are being exposed to.

1 I think we are probably a more visual society than
2 we ever have been before and a child from very
3 early age through adulthood is constantly bombarded
4 with many experiences that are not just in a printed
5 format, and so I think this study is learning in
6 many different ways.

7 DR. BURKHARDT: Any questions?

8 Joe?

9 MR. BECKER: Dr. Bender, we have met
10 with the American Association of School Libraries
11 and with AECT in trying to come to grips with
12 precisely what you are talking about, that is, the
13 role of the school media programs in a nationwide
14 network.

15 We talk in our program about the value
16 of protecting centralized services such as the
17 National Audiovisual Centers in national archives
18 or the National Medical Audiovisual Center in
19 Atlanta, which is part of the National Medical
20 Library of Medicine as national collections or
21 resources which could be made available to all the
22 schools, so that would be something which could be
23 provided to schools through a nation-wide network.

24 But what do you see as the return, for
25 networking is really a quid pro quo kind of activity,

1 and let me give you an illustration:

2 It has been suggested, for example,
3 that in some states the school media program should
4 consider sharing their audiovisual resource more
5 actively with the local public libraries in the
6 state.

7 Would that be a quid for a pro or
8 what other ideas have you?

9 MR. BENDER: Okay.

10 In some of my opening remarks, and
11 I think some of it comes through in some of the
12 written testimony. I am not sure what the real role
13 of the school media programs might be in a
14 networking system. I think in the written testimony
15 I had expressed the concept that I think when you
16 go into a networking, to me all segments have to be
17 equal in some way, shape or form. If you are looking
18 at a school building program collection that
19 basically is geared to the objectives, the instruc-
20 tional goals and so forth of that school building.
21 So I am not sure what they have to go into a system.
22 If you go into the system level off within the
23 school system, I think the collection is a very
24 realistic thing. They can work in a cooperative
25 agreement within its own jurisdiction but I think

1 if you are getting into a larger regional kind of
2 thing, I am not sure how extensive the school
3 system film collection might be, how it can support
4 greater demand, greater use being put on an increased
5 population. I think if funds were available ad-
6 ditional copies could be obtained of films, film
7 strips, whatever. It may be more applicable, but
8 I think if you are going with the basic foundation
9 of collections as they stand now, there would be
10 very few school systems that could afford to pick
11 up added services with a number of copies or the
12 prints they have available now for I think this
13 should be limited.

14 I think that if you look at some of
15 the national collections that are available now
16 either through the tape collection or whatever, I
17 am not sure how applicable these are either to
18 building a usage but I am not sure that there
19 are too many buildings that really call on a
20 nationwide collection to support the programs that
21 are going on within their school. So I think that
22 whatever would come out in the network situation
23 would have to be something readily available, copies
24 could be obtained easily and could be almost an
25 instantaneous thing from the time it is requested

1 until it is in use within that school building.

2 DR. BURKHARDT: Mrs. Moore.

3 MRS. MOORE: Dr. Bender, Ben Francovia,
4 as you know I am sure, has written one of our
5 supporting papers in this connection which I think
6 you will find quite interesting.

7 I would like to depart just a minute
8 to commend you on your reply to what has been said
9 today about the charge that the schools are no
10 longer making the effort that they did in teaching
11 children to learn to read. Until last June 30th
12 I was a member of the staff of the State Department
13 of Education in Arkansas where I was educated as
14 a reading specialist at the University of Connecticut
15 and I know that these charges are consistently made
16 but I know as you do, and I would like to put this
17 into the record, that the Society is more conscious
18 now of non readers than they were, say, ten years
19 ago because of the whole career implication that
20 were not stressed. There are more people now that
21 undertand about learning disabilities and there are
22 more people that are beginning to realize that
23 teaching a child to read is a very complicated thing
24 and that not every child can learn to read when
25 he enters the first grade at school.

1 So I think this is really a tribute
2 to enlightened society that we are recognizing these
3 problems as problems of society to need to be
4 dealt with and dealt with by specialists that the
5 charge that has been made about the schools I agree
6 with you could not be substantiated in fact.

7 MR. BENDER: Thank you.

8 DR. BURKHARDT: Julia.

9 MRS. WU: May I supplement Mrs. Moore's
10 comment.

11 I think to use the audio-visual aid
12 as a massive to encourage and motivate youngsters'
13 reading interest, it is not only applied for youngsters
14 today. It also applies to adults. In a lot of
15 adult education programs and the community colleges
16 there are the setups of resource skill centers
17 and they provide a lot of machines and audiovisual
18 materials for the adults to use.

19 David, I have a couple of questions
20 to ask you concerning the network relationship with
21 school media program.

22 Do you really think the network, the
23 national network would benefit school media programs
24 at both elementary and secondary levels?

25 If it does benefit the school media

1 program what types of services, what major types
2 of services do you think you expect the network to
3 provide and then do you expect the national network
4 to provide any funding incentive to encourage the
5 local school media program to affiliate?

6 MR. BENDER: I really, as I said earlier,
7 have a very difficult time of seeing how a building
8 level medium program would tie into a national
9 network program. I think that the services are
10 much different. The services in a building level
11 are needed almost immediate to whenever the request
12 comes in from a student or teacher so that materials
13 need to be there instantaneously.

14 Now I think if the turn around time
15 that the network can be raised in such a fashion
16 that you can have this communication, fine, then
17 there might be some real ties.

18 I think when it comes into areas I
19 think the network seems to be a very feasible kind
20 of thing that would develop in many possibilities,
21 but I am not sure if this kind of cooperation
22 really is the kind of thing that can be accomplished
23 between the different kinds of clients we work
24 with, the users we have, the communities we are
25 serving and so forth. I think that before this

1 kind of program would get under way some kind of
2 research or some kind of study would really have
3 to investigate this fully of how valuable it would
4 support a school media program at the individual
5 building level.

6 I think if you are talking on a network
7 that would be a regional in some way, shape or
8 form, computerized instruction or something in this
9 area might very feasibly come out on a national
10 system or network or whatever. I think very few
11 school systems have really gotten into CAI in any
12 way, shape or form, but lots of them are starting
13 to experiment in some areas in some ways and so
14 there is a lot of duplication going on but not a
15 lot of solid things are happening in many ways. So
16 I think that this could be one real service
17 function.

18 As far as other direct programs into
19 student operations, simulation exercise games, this
20 kind of activity I think also might be something
21 coming from a regional kind of setup or operation
22 but as far as a holding collection, I am not sure
23 what could be served from a network into the school
24 program.

25 DR. BURKHARDT: It might not be

1 necessary.

2 MR. BENDER: Right.

3 DR. BURKHARDT: Mr. Lerner.

4 MR. LERNER: Mr. Bender, it has been
5 commented on by Mrs. Moore and by Mrs. Wu, and my
6 concern is really one of self-condemnation in a
7 sense and that is that your reaction to Mr. Becker's
8 question and part of Mrs. Wu's question on
9 cooperation with libraries has been almost wholly
10 negative, which I find to be consistent by the way
11 with most educators.

12 A librarian would come here and be
13 concerned and interested in cooperating with other
14 institutions and at least I have found that always
15 in my personal experience that cooperation on
16 almost any level from the educational institutions
17 is difficult at best, and I find your answers in
18 terms of: Well, we need a study for that, or we
19 are not sure what we would put into it, to be
20 limited to the four walls of the school and it is
21 extremely reluctant to go beyond that and I am
22 concerned about that reaction.

23 MR. BENDER: I am sorry if that is
24 the impression you have because I think cooperation
25 is a very important and essential element in the

1 program. My only concern is that when you get into
2 a network system and you are talking about
3 cooperation from this angle and this area and when
4 Mr. Becker referred to the network of bringing
5 whatever you have into a network you have something
6 to share also and I am not sure what it is that the
7 schools can put into this collection. If it is
8 the film collection, if it is services, if it is
9 some area opening that school program to summer
10 sessions or to adult education or what it is, but I
11 think that there needs to be many areas studied in
12 a school program.

13 If you are going into adult education
14 what is the staffing patterns; what is the funding;
15 what are the facilities of the school; how does it
16 relate to whatever programs are going on in the
17 school program.

18 I think there are many areas of
19 cooperation in services that haven't been looked into
20 but I don't know how to put some of these service
21 things into a network and so if you are looking at
22 networking as the area of cooperation, I am fuzzy on
23 that but I think there are many other areas of
24 cooperation which we do do. There are many things
25 going on in Maryland I think there are cooperation

1 between.

2 For example, one of the local public
3 libraries in the school system has taken all the
4 professional materials from the public library,
5 school board or office, and has housed them in a
6 public library. It is open both to the school
7 community from the hours that that library opens.
8 It is open to the general public and so forth, which
9 wouldn't happen if it were locked in the board
10 of education office. So there are many areas I
11 think we can explore and if I have given the
12 opinion that I am against cooperation, I am not.

13 DR. BURKHARDT: Mr. Trezza.

14 MR. TREZZA: I just wanted to say
15 that one of the misunderstandings that people have
16 in coping with a national network, they think of
17 it as running at the national level, whatever that
18 means.

19 Your national network means a partnership
20 of local, state, regional and national. So the
21 local school is a part of a national network and
22 may never, say, three years, have to go to a national
23 library like LC for some things. It is still part
24 of a national network, however, because it works
25 in its own area, its own region, and maybe eventually

1 at the top.

2 My quarrel with a lot of the school
3 libraries, and I work with them closely in Illinois,
4 is that they are more defensive than they need to
5 be. We realize there are limitations on a small
6 library, be it a school or small public library, for
7 that matter, on what they can give. The important
8 thing is not so much what they can but what they
9 are willing to, if it is necessary.

10 Take your film collections. There are
11 times when the school film collection -- two thirds
12 of it sits on a shelf in any film collection. So
13 there are times when you can share that limited
14 film collection.

15 I agree with you again, if you are
16 borrowing films it is not a good system which produces
17 it when you need it, it is not of much value. So
18 I agree with what you are saying in terms of problems
19 by understanding we can resolve those if we agree
20 to do the work and the sharing and the cooperation,
21 but if we don't get the attitudes changed we can't
22 solve the problems.

23 DR. BURKHARDT: Mr. Aines.

24 COL. AINES: One short comment of two
25 years representing the Commission. I have gone to

1 AECT at the national conventions. I have spoken
2 about the work we are doing. I asked for cooperation.
3 I asked them to look carefully at the programs they
4 are laying out. I met with the officers of that
5 organization and last week I met with Dr. Hitchens,
6 who is the director of the group that I think was
7 centrally representing the audio-visual community.
8 I pleaded with them to become involved and interested.
9 They said they would.

10 Now I hope you do us a great favor
11 and go back and tell them the offer is still there.
12 We would like to get their cooperation and help.
13 I wish I had known that you had written to the
14 Commission at an earlier time because it might have
15 been a way to open that communication even more.

16 DR. BURKHARDT: Mr. Becker.

17 MR. BECKER: Just one short word,
18 Dave.

19 This conception which just came to
20 mind, I don't know whether it is worth anything, but
21 the point is I don't think that in a nationwide
22 network that it is just materials that have to be
23 exchanged between all component parties. There may
24 be a function that the school media program can
25 perform from the network which no other component

1 of it could perform as well, such as the education
2 of the child with respect to how to use the network
3 and how to use information resources as he grows
4 and develops. He has this knowledge as he enters
5 society.

6 DR. BURKHARDT: Is Mr. Adler here?

7 All right, we will take a five-minute
8 break.

9 (Recessed for five minutes)

10 DR. BURKHARDT: I would like to call
11 on Miss Eleanor Campion.

12 MISS CAMPION: My name is Eleanor
13 Campion. I am director of the Union Library Catalogue
14 of Pennsylvania.

15 DR. BURKHARDT: I am sorry. I mis-
16 read the agenda and I will return to Miss Lunin
17 right away, but you go on, please.

18 MISS CAMPION: All right. I won't be
19 very long.

20 I submitted my testimony making some
21 rather pointed criticism of the staffing of the
22 regional bibliographical centers.

23 Based on many years experience of
24 feeling requests for over a million and a half items
25 in the Union Library Catalogue of Pennsylvania, I

1 was particularly concerned that the staffing of the
2 proposed centers in the network are geared for plenty
3 of technicians who know how to operate those machines,
4 and then we get down to the clerks who are supposedly
5 sealing the questions. I think this is a great
6 oversight. I think I remember back when the
7 President's Commission on Libraries met back in
8 the '60's, I went and made an appeal and made a
9 criticism of this kind, and one of the members of
10 that commission said, "Human brains and human
11 intellect is still necessary, Miss Campion. Please
12 relax."

13 Well, I relaxed a little bit but I
14 am not happy with this and I think that we need to
15 think about different kinds of people who have
16 the brains and we do. They do not necessarily
17 have to be librarians. We need people who are well
18 rounded in literature, in the humanities and the
19 classics, who know that there is more than one
20 Priestly and who know that Dodson also was a
21 famous mathematician as well as he was "Alice
22 in Wonderland." This is the kind of nonsense that
23 I am very concerned with.

24 I am also very upset over the number
25 of studies in the library line, the number of

1 complaints that there are that people aren't
2 clearing up their problems before they pass them
3 on to the next fellow to solve, that the problems
4 aren't that great. We are just making our own
5 problems by leaving the initial request and the
6 reference requests in the hands of clerical people,
7 I am afraid. And I would like to point out that
8 we can solve a lot of these things at home before
9 we feed them into the network.

10 DR. BURKHARDT: Thank you.

11 Any questions from the Commission?

12 MR. TREZZA: We tried in the national
13 program document in a couple of places, one of them
14 continuing education and another one where we
15 talked about the importance of human resource, pointing
16 out the success of any national program such as
17 the one we are proposing which involves network
18 geographic centers and all absolutely depend on
19 qualified staff.

20 Although we talk about librarians' infor-
21 mation science, namely we do in a couple of places
22 point out that it is qualified human resources
23 that we are talking about and not simply librarians
24 or simply information specialists. Perhaps not
25 as strong an emphasis as we need, but I think there

1 is recognition of that and the one big problem, of
2 course, is trying to determine at what level the
3 local responsibility ends and the state comes in,
4 and then the regional and the national. We have
5 this dilemma. In one breath they say that we at
6 national should insist on certain kinds of things.
7 In the next breath they say, "But don't control us."
8 And it is kind of a dichotomy and awfully hard for
9 us to always draw the line and our hope is that
10 as we develop towards implementation of these things
11 we can try to define these more precisely as you
12 suggest.

13 And I do think that the point you are
14 making is very true. There are many, many jobs in
15 library which must be done by specialists who are
16 not librarians.

17 MISS CAMPION: Thank you.

18 DR. BURKHARDT: Miss Campion, this
19 Pennsylvania Union Catalogue, does that include
20 manuscripts as well as books and things?

21 MISS CAMPION: Our Union Catalogue in-
22 cludes every item in the library catalog. Some
23 libraries have catalogs of their manuscript collection
24 in detail. We do not include music scores, we do
25 not include audiovisual, we do not include films, but

1 mostly manuscripts and all printed monographs and
2 serials.

3 DR. BURKHARDT: The other question I
4 would like to ask you is how does the OCLC work
5 in connection with your Union Catalogue?
6

7 MISS CAMPION: Well, it developed from
8 three libraries in the City of Philadelphia wanting
9 to operate through OCLC on an experimental basis,
10 and the Union Library Catalogue being a non-profit
11 corporation was able to contract with OCLC for these
12 three libraries for a period of two or three
13 years.

14 After the first year and a half the
15 Union Library Catalogue urged additional libraries
16 whose holdings are included in its files, to go
17 into OCLC and just this last year we had LSCA funds
18 come to us from the State Library in Harrisburg to
19 include, as was spoken to this morning, many more
20 libraries in Pennsylvania.

21 So we see this as we are the first
22 Union Library Catalogue that I know of to really
23 urge these people to go into an automated system.
24 We are the first one to become automated.

25 DR. BURKHARDT: How many other states
have got a union catalog that you know of?

1 MISS CAMPION: There is one in Nebraska,
2 there is the regional union catalog in Denver, there
3 is a Pacific Northwest, there is one in North
4 Carolina -- we are the largest regional union
5 catalog of its kind and have been active for the
6 longest.

7 DR. BURKHARDT: Thank you.

8 MISS SCOTT: Is the Union Catalogue
9 on film or --

10 MISS CAMPION: We are now decentralizing
11 the Union Catalogue by another grant with LSCA funds
12 to microfilm a basic part and distribute sets of
13 that microfilm to six strategic locations in the
14 state for services to the public library system
15 of this state, and from this we hope that other
16 academic libraries and special libraries will also
17 acquire the same which will decentralize our
18 services.

19 DR. BURKARDT: Mr. Lerner.

20 MR. LERNER: Well, with the growth
21 of OCLC coming into more libraries, are you not
22 in fact putting yourselves out of business?

23 MISS CAMPION: That is exactly what we
24 are doing, much to the consternation of Pennsylvania
25 Libraries, Philadelphia libraries in particular we

1 are in the process of studying what should be done.

2 I have just made a survey, and the
3 academic community is considerably upset, due
4 primarily to the present economic situation. The
5 school community is very upset.

6 DR. BURKHARDT: Because of jobs?

7 MISS CAMPION: Of what we do, telephone
8 service, teletype service. We feel all kinds of
9 location problems, bibliographic problems, we
10 have foreign language specialists, subject specialists
11 and so on, and industry in many instances has
12 reduced its library staff to the clerical level,
13 and we find they don't read English very well,
14 and when it comes to something else they don't
15 recognize it so they depend very heavily on us for
16 this.

17 And the industrial community seems
18 to feel that they are willing to pay the freight
19 for us to continue a highly specialized kind of
20 thing.

21 MR. LERNER: But aren't they willing
22 to pay OCLC's freight?

23 MISS CAMPION: No.

24 MR. LERNER: We have the idea that
25 industry is willing to pay for some things but not

everything.

MISS CAMPION: There are several industrial libraries in this area who have asked if they can go on OCLC through us, which they probably will do.

DR. BURKHARDT: Lou?

MR. DUNLAP: I hadn't known that your catalog included libraries outside of Philadelphia.

There are a half dozen or so outside of Philadelphia?

MISS CAMPION: Many of them, sir. We started expanding around 1948 and in 1960 when the statewide library program started we went as far as Pittsburgh to bring in the four strong region resource libraries in the state which back up the state system.

MR. DUNLAP: I am curious about the amount of duplication between the old materials represented in your files and the National Union Catalog 356 imprints, as it is now published, about halfway through the alphabet.

MISS CAMPION: That is a very sore topic. I would just as soon not get into it, but I would be glad to answer your question.

MR. DUNLAP: You needn't. Thank you.

1 MISS CAMPION: For many years we sent
2 all of our actual files to the National Union
3 Catalog, as you may well know.

4 MR. DUNLAP: I expect you did.

5 MISS CAMPION: And it depends upon which
6 side of the bed the researcher got up on in the
7 morning what they selected as important research
8 materials from our files.

9 So you will find large sections, for
10 instance, like Benjamin Franklin, where we have some
11 of the best holdings in the Country will not have
12 any Philadelphia locations on it, or Pennsylvania
13 locations, because whoever was there that day
14 didn't think it was important.

15 Now I am not being facetious. This is
16 a fact of life. Our Union Catalogue has never been
17 a selective Union Catalogue. It's been all
18 inclusive, and furthermore our Union Catalogue has
19 always taken care of withdrawals. So if a
20 library discards or loses a book, we would put that
21 information in our files, which is not the case on
22 the national level.

23 DR. BURKHARDT: Mr. Casey.

24 MR. CASEY: How long has the Union
25 Catalogue of Pennsylvania been encouraging libraries

1 to join OCLC. Has it been a year? How long would
2 you say?

3 MISS CAMPION: It's been now actively
4 encouraging people for two years.

5 MR. CASEY: Now what has been the
6 acceptance of this suggestion and have most libraries
7 picked up OCLC? Is there a great reluctance?

8 MISS CAMPION: No. I think it is an
9 economic thing. I think many smaller libraries
10 are anxious to go into it but cannot face the
11 financial cost, so now we are working out with this
12 group. I think they call it PALNET, which is handling
13 the OCLC operation, is working out a piggy-back
14 operation which I think will bring many smaller
15 academic institutions into it.

16 MR. CASEY: Does the library subscribe
17 to both or is there a duplication, did you say or
18 not?

19 If a library has the Union Catalogue
20 as well as OCLC, is there a duplication of service?

21 MISS CAMPION: There is a duplication
22 at the moment. At the present time the Union
23 Library Catalogue is in the process of reorganizing
24 and probably changing its name to PALNET of the
25 Union Library Catalogue. There will be two

1 services offered: OCLC service and the Union
2 Catalogue service. Members may subscribe to one or
3 both, either or.

4 DR. BURKHARDT: If there are no further
5 questions, thank you.

6
7 DR. BURKHARDT: Mrs. Lois F. Lunin.
8 I would like to apologize for jumping
9 over you on the program, Mrs. Lunin.

10 MRS. LUNIN: That's all right.

11 I would like to bring to your attention
12 today the following matter which I think is in
13 addition to the original testimony that I submitted.
14 The original testimony was concerned with user
15 education, quality of information, information
16 analysis centers, interface journals and data bases;
17 interdisciplinary communication concerning information
18 needs of the programs, and a design for blending
19 different parts of the total information community.

20 Today I would like to add an addendum
21 to the section on information analysis, and I have
22 a copy here for your use.

23 Many of us have been concerned with
24 the design of information systems and information
25 centers, their creation and their operation, but I

1 wonder if we have given much thought to death and
2 what happens after they cease to live.

3 I would like to spend a few minutes
4 on the topic after death, what. It is not a very
5 cheerful topic, but reality should cause us to
6 consider what happens to an information center when
7 the life support is cut, the body dies but the
8 estate remains.

9 Let's make a few assumptions. Let's
10 assume the lifeline from the sponsor is severed but
11 that the feeder lines to the users were to remain
12 and in fact the users still wish to use the services
13 of the center.

14 Let's also assume a new sponsor cannot
15 be found to support the costs of the center.

16 Let's assume, too, that the center has
17 a machine readable data base of scientific informa-
18 tion, the machine readable mailing list of users,
19 a collection of microfilm records and other records.

20 What happens to these materials?

21 The sponsor may wish only to reclaim and
22 store them in a warehouse. The users, individuals
23 and services, capable of utilizing these materials
24 might not know of the fate of the center and the
25 existence of such records and, as you know, some of

1 these materials deteriorate if they are not
2 stored under proper conditions.

3 And as we all know, the cost of
4 building the machinery of a data base is significant.
5 The materials in the data base have been gathered
6 and stored for retrieval purposes for now and in
7 the future, you know, not for dead storage.

8 And in the case of the data base
9 supported by federal funds, tax monies have gone to
10 design, build and maintain the system and it is
11 a waste of public funds to discard such resources.

12 Plans should be made early in the
13 data base operation for its proper disposition in
14 the event of the determination by a parent organiza-
15 tion and some of the questions I suggest should be
16 faced by the sponsor or whoever claims the data
17 base as its property or who will maintain the
18 data base and in what environment.

19 Who will maintain the documentation?
20 Who has the documentation? Is there a backup
21 set in the event of a mishandling of the original
22 tape and how will potential users know of the
23 existence of this material?

24 Some federal guidelines have been
25 established for the disposition of records and

1 national archives have been involved in such
2 matters. However, the disposition from the viewpoint
3 of fore-planning has not appeared to receive much
4 attention, especially in the case of data bases,
5 and this is probably because the problem is relatively
6 recent and yet data bases develop and flow and that
7 interest of sponsors change the disposition of
8 these data bases will in all likelihood become of
9 increasing concern. Many data bases will have to
10 see other homes or disintegrate and flow away bit
11 by bit.

12 What I am proposing for this group is
13 to suggest that in the design of the national
14 information system the Commission give consideration
15 to a plan for the disposition of Government sponsored
16 data base once a sponsor has lost interest in
17 supporting the project and I am suggesting that there
18 be specific wordings in the national plan to the
19 effect that Government sponsored data base be turned
20 over to the other centers or clearing houses to
21 which users can be referred for the use of such
22 data base, or at least the public for specified periods
23 of time, knowledge of their transfer and existence.
24 And this means the appropriate documentation should
25 also be provided to accompany the data base.

1 What I am really saying is that I
2 think there should be recommendations written concern-
3 ing a well, proper disposition to legal heirs and
4 location of burial for such data and there is a
5 little more but that's the essence of it.

6 DR. BURKHARDT: We get the idea.

7 Any comments from our data base experts
8 on the Commission?

9 MR. BECKER: I think it is a very
10 good suggestion, Lois, and we thank you very much
11 for it.

12 Martha Williams has done a paper on
13 data bases and the relationship of them to the
14 national program, which I commend to your attention.
15 I don't know whether or not she has touched on
16 this particular point. I don't think so.

17 And I think it would be very helpful
18 to her if you got it to her, but you will find that
19 her paper is very complete in terms of describing
20 what is happening today and where she thinks it is
21 going tomorrow.

22 DR. BURKHARDT: How common is the data
23 base phenomenon. Can you think of any very
24 recently?

25 MISS LUNIN: Well, I am not sure we have

1 the ideology of this border, but I gather from a
2 few things I have been hearing that it is increasing
3 and I saw Dr. Cuadra shaking his head in an
4 affirmative way, so I figure he knows much more
5 about it than I do but I have been hearing waves
6 around that this happens, especially at some of the
7 federally supported information analysis centers
8 which have been terminated for various reasons and
9 there is some of the material that they have
10 collected in that form.

11 Apparently there has not been specific
12 wording to their disposition.

13 DR. BURKHARDT: Carlos.

14 DR. CUADRA: I was shaking my head
15 at one called "Nexus" which was a data base of
16 Baker and Taylor that covered history, sociology
17 and economics, as it ceased to operate. That's one
18 that has kind of gone in the cardboard box.

19 I was wondering whether the repository
20 known as Cosmic down at the University of Georgia
21 would be a suitable place where they ordinarily
22 store programs and documentation for programs. Do
23 you think it would make sense to think of recommending
24 some expansion of that function to include data
25 bases?

1 MR. LORENZ: Just for argument, why
2 don't you apply the for profit test of the market-
3 place, and if nobody is willing to support it and
4 continue it, therefore it is not really wanted and
5 let it die.

6 MISS LUNIN: I am going on a different
7 assumption that the users do want it, do request
8 searches of the data base, because the sponsor
9 who has underwritten the course of the program is
10 no longer interested in spending money in that area,
11 has other interests that take priority, yet there
12 is large communities of users that will pay for
13 the searches, but their payment is not enough to
14 continue all the input and other things that have to
15 go in to build up the data base.

16 MR. LORENZ: So you are saying you
17 would need some federal support to keep it going.

18 MISS LUNIN: Or some sponsor support,
19 not necessarily federal, but support of some
20 organization, yes.

21 DR. BURKHARDT: Andy.

22 COL. AINES: Lois, there was one
23 situation that I recall arose in an area that should
24 have been very practical of a concern to the people,
25 and there was a center -- this was probably before

1 computerization -- dealing with deterioration of
2 materials when suddenly the sponsor found he was
3 unable to get funds to finish, and yet there was
4 a large community out there seeing things rot or
5 erode or corrode, using that knowledge, but the
6 sponsor could not be found at this particular time.

7 It is a problem, I believe, that is very
8 worthy of attention. I suspect that this is
9 a real life problem that you are talking about
10 that may be affecting your center at this stage of
11 the game but it is not by any manner of means
12 something that should be neglected.

13 I think a librarian would consider it
14 almost book burning if such a collection is thrown
15 out just because a particular group suddenly lost
16 interest in support or I should say akin to book
17 burning.

18 The problem is who should judge whether
19 or not that has relevance and importance for society?
20 The group that tossed it out doesn't really care
21 because they simply don't have the money. Do they
22 go to other groups who they feel socially responsible
23 to make that determination rather than sending a
24 center out looking for a new sponsor, and perhaps
25 you have a point over there that in our own

1 conscience we ought to consider either in this
2 particular program and I suspect in the area of
3 scientific and technical information, your letter
4 ought to be sent to certain people whose names I
5 will give you separately to bring that problem to
6 their attention.

7 DR. BURKHARDT: Anyone else?

8 MR. VELDE: I just want to thank you
9 for some of your ideas on the White House Conference
10 and some of the philosophical reasons for libraries.
11 They are very good.

12 MRS. LUNIN: Thank you very much.

13 DR. BURKHARDT: Thank you very much.

14
15
16 DR. BURKHARDT: Robert H. Muller,
17 Chief Librarian, Queens College, Flushing, New York.

18 MR. MULLER: I have submitted my
19 suggestions to the Commission in writing. I am
20 prepared to answer any questions.

21 I assume that I am not supposed to
22 repeat.

23 DR. BURKHARDT: No. But if you want
24 to add or amplify anything please feel free to do so.

25 MR. MULLER: Well, let me just make

1 a general comment that I have very high regard for
2 the mission of this commission. It was perhaps
3 reflected when I got up this morning at 4:30 to
4 be at this meeting today. Maybe at this point I may
5 appear a bit bewildered.

6 I think the second draft, which is the
7 only thing I have read, and I understand there is
8 a third draft coming out as to which there is a great
9 improvement.

10 I have a few general comments. One is
11 that it is an admirable comprehensive statement
12 but I would like to see some indication of priorities,
13 relative importance of various recommendations.
14 For instance, is it equally important to serve the
15 40,000,000 ethnic minorities as it is to provide
16 continued education of the practicing librarians.
17 Which is more important? I think that is something
18 that ought to be added. It's a very difficult thing
19 to do because you are in a political arena here,
20 and with all kinds of factions to satisfy, obviously.

21 DR. BURKHARDT: Have you got any
22 ideas about what the priorities should be?

23 MR. MULLER: From where I am sitting,
24 naturally the whole research component, the research
25 library seems to be the most important but then I

1 am saying I am not involved in the school library
2 business or the public library business. That's the
3 way I would put it. It is up to the commission to
4 make some of these painful decisions.

5 The second comment would be that I
6 would like to see some bit of evidence added to
7 some of the statements in the Commission's report.

8 For instance, when you say that some
9 colleges have no libraries at all, the question to
10 my mind is what percentage, how many out of the
11 2,000 or 3,000 colleges have no library at all, and
12 is this perhaps an exaggeration of the deficiency.

13 The third comment that may perhaps
14 reflect maybe a lapse of memory, but in reading the
15 report which I did sometime ago, I don't recall
16 perhaps the sufficient recognition of something that
17 I see in the environment, namely, the tremendous
18 proliferation by publishing, which in some sense
19 undoubtedly has had an effect on the use of public
20 libraries and also college libraries.

21 And these are pretty much my general
22 comments.

23 DR. BURKHARDT: Any questions from
24 the Commission?

25 MR. LORENZ: In terms of building

1 retrospect data base, Bob, would you agree that
2 it is of first importance to go forward in all
3 languages before going retrospective in any?

4 MR. MULLER: Well, here it depends
5 again on which particular point of view you are
6 talking about. Perhaps from the point of view of
7 the liberalized colleges, it may be more important
8 to go back in the English language, because the
9 knowledge of foreign languages is very definitely
10 declining and therefore the demand for that type of
11 material.

12 On the other hand, the research
13 libraries, of which I was connected for a good many
14 years at the University of Michigan, it would be
15 the opposite. I think there it is much more
16 important to go for the languages, but that is one
17 of these difficult decisions that has to be made.

18 MR. LORENZ: I take it in going
19 retrospective you would go back in segments.

20 You mentioned 50 years.

21 MR. MULLER: Right.

22 MR. LORENZ: But you would agree that
23 it is more important first to go ten years back and
24 then 20?

25 MR. MULLER: Right. To make a start.

1 MR. LORENZ: How did you happen to
2 select 50 years?

3 MR. MULLER: Quite arbitrarily. I had
4 no particular scientific base for making that
5 selection.

6 DR. BURKHARDT: Carlos.

7 DR. CUADRA: You mentioned in your
8 testimony that one of the impediments to the
9 information retrieval services is the cost and that
10 some of the individuals have one search and others
11 are without research or other kinds of funds back
12 of them.

13 I thought you might be interested in
14 some data that is just emerging from a nationwide
15 study of on line retrieval services involving
16 ten suppliers of such services, five federal and
17 five others, including one in Canada and one in
18 Italy. The average cost per search, the most
19 typical cost per search is under \$10.00. That's the
20 model point and the median is about \$18.00 to \$19.00.

21 My question is, does that number strike
22 you as a number which is beyond the means of people
23 who need searches to pay?

24 MR. MULLER: Well, the reason that I
25 put this recommendation in is simply that it surprises

1 me that when inquiries were made through questionnaire
2 and so on in our area as to the demand for these
3 services among faculty members, it seemed to be so
4 low and this attributed to the long conditioning
5 of faculty members to obtaining services of this sort
6 free.

7 Now if they want to make a search
8 for abstracts it costs them money. If they have
9 research funds for their research project then, of
10 course, it is easy to get paid for and in some
11 institutions I am sure the institution does pay it,
12 but if they don't they are just not geared to paying
13 for this kind of services out of their own pocket.

14 And right now, for instance, we are
15 providing at City University through Teachers
16 College of Columbia and offering this service at
17 Teachers College, but the average search fund is
18 \$10.00.

19 Well, many faculty members will not
20 take advantage of this. They will go through the
21 more laborious type of search and, of course, it
22 involves no outlay of money. I just thought in
23 order to encourage this, and there is a tremendous
24 opportunity here where some subsidization may be
25

1 necessary.

2 MR. CASEY: You have made a reply on
3 page 2 of your letter which applies to the upgrading
4 of library professionals, and that is both coming
5 from New York State and you realize that in New York
6 the librarians must be certified.

7 Now would you make it mandatory that
8 librarians must take additional courses and continuing
9 education after getting the master's degree, in
10 order to hold that certificate, assuming that the
11 subsidy took place that you called for and assuming
12 that the post-graduate courses are sufficiently
13 beneficial?

14 Now, you have put in two conditions:
15 Assuming they are both met, then would you make it
16 necessary to take this additional work to retain your
17 certificate, so many hours every five years or else
18 you are not satisfied; something like that?

19 MR. MULLER: Well, let's first clarify
20 the matter of certification. I don't think it
21 applies to the academic institutions. I think it
22 probably applies to public libraries and to school
23 libraries. So I am not really the person to
24 answer that question.

25 But I would require that because I don't

1 really what the demands are.

2 As to your other question, if I under-
3 stood you correctly, it was would I make it --

4 MR. CASEY: In order to retain the
5 certification, would you make it mandatory that the
6 person take additional courses in continuing
7 education after getting the master's degree?

8 MR. MULLER: I don't think I would
9 be inclined to. As a matter of fact, I would be
10 opposed to any such mandatory requirements. I much
11 prefer that a person obtain the kind of education
12 which is very particular geared to the needs of
13 the job that he is to perform or that he wants to
14 perform, but I think it is unfortunate to get into
15 this certification environment, because it becomes
16 a pro forma kind of complaint which I don't
17 think makes good sense very often.

18 DR. BURKHARDT: Carlos.

19 DR. CUADRA: You gave a clear answer
20 to my question before but it triggered another one.

21 Given that there is a faculty member
22 that wants to have a retrospective literature search
23 performed and it costs, say, \$18.00, to take a
24 random number, and he is not used to paying \$18.00,
25 one can either try to educate the user and say this

1 is what it does cost and that is why it is \$18.00,
2 or subsidize it as you were suggesting.

3 My question is, who should pay: The
4 Federal Government, the state, the City of New York,
5 the professor, the student? Who should actually
6 pay that bill for the professor? Who?

7 MR. MULLER: I think if it is possible
8 the institution should attempt to pay it and
9 as a matter of fact, as you may know, the faculty
10 of City University is represented by a union, and
11 part of the union contract provides for search
12 funds.

13 Now if a man wanted to do some research,
14 or woman, they simply include that in the package
15 and say, "I need \$2,000 for a computer search,
16 and that is the way to pay it." Now how colleges
17 raise these funds, of course, is another question.
18 If you are in a fiscal bind, naturally you may
19 want to draw on outside sources, and it seems to me
20 if the particular research is not one merely
21 benefitting the individual but having possibly
22 some kind of broad impact or potential that some
23 justification of federal subsidy or state subsidy
24 could be justified.

25 DR. BURKHARDT: Joh, one more question.

1 MR. LORENZ: I take it Queens College
2 is a user of OCLC.

3 You are a user of OCLC?

4 MR. MULLER: Yes, correct.

5 MR. LORENZ: Can you give us some
6 impression of how much money the use of OCLC has
7 saved your institution either in absolute terms or
8 percentage terms?

9 MR. MULLER: Well, I don't think I am
10 in the best position to answer the question but I
11 will indicate my idea on the subject because the
12 reason I say I am not in the best position is that
13 we are under a peculiar restraint which is tenure
14 of people who have been appointed by the college or
15 by the university for many years, so we cannot just
16 lay off people the way some other institutions might.
17 We have to retain them if we have no opportunity
18 to transfer such people.

19 I would anticipate, however, that
20 within a relatively short period after we have been
21 in this only for, I think, less than a year,
22 attrition takes place we will be able to reduce our
23 professional staff very considerably and that is
24 a very expensive staff in places like City University
25 where librarian salaries are equal with faculty

1 salaries. So I would anticipate that I can't
2 imagine that there would not be very substantial
3 savings, depending, of course, upon the opportunity
4 to have resignations and retirements take effect.

5 DR. BURKHARDT: Thank you very much

6
7
8 DR. BURKHARDT: Mr. Earl Coleman.

9 MR. COLEMAN: Good afternoon.

10 Thank you very much for having me here.

11 I am Earl Coleman. I am the president
12 of Plenum Corporation. We are a fairly large
13 scientific and technical publisher and among our
14 publishing activities we publish approximately 150
15 journals, which are all low-run limited search
16 circulation journals which bear the brunt of
17 photocopying and the letter I have written to you
18 has to do with photocopying. It touches on several
19 questions.

20 I would like to pursue that by going
21 to another part of the forest in terms of a letter
22 I have just written to Thomas Harris of the University
23 of Libraries at the University of Northern Colorado,
24 asking if it would be possible for us or if we
25 would be willing to sign a contract with him under

1 the terms which we would allow him to -- he would
2 have a license to produce our materials.

3 My answer follows:

4 "The problem with licensing schemes is
5 that they really do not answer the underlying
6 question. The question as I see it runs along the
7 following lines. There are several kinds of
8 journals. There is the journal that depends for its
9 existence on advertising. No amount of photoduplica-
10 tion threatens such a journal. There is the journal
11 that has the very high circulation and therefore
12 a very low price, and is scholarly in content. That
13 journal, too, especially if it is a journal of
14 long standing and is therefore one of the primary
15 holdings of a library, is equally not threatened,
16 particularly by any form of photoduplication.

17 Then there is the scholarly and
18 scientific journal with a low run and sometimes a
19 high price because of the low run that has a very
20 limited subscribership because it aims at a very
21 limited market. Sometimes that total potential
22 market is as few as a population of 2,000. Since
23 one never gathers the total population of prospective
24 subscribers, the actual subscribers of such a journal
25 might actually be only a few hundred. This journal

1 does not normally carry advertising and, therefore,
2 depends for its very existence on reaching every
3 possible subscriber it can. Sometimes the difference
4 between the continuation of such a journal and its
5 demise can be as few as 20 or 30 subscriptions,
6 which could turn it from a marginally profitable
7 journal to one in the red. It is that kind of journal
8 that is an endangered species.

9 Now let us turn to another part of the
10 forest. A scholar or scientist may believe Journal
11 X is either a sine qua non of his profession and
12 in diminishing degree is either very important,
13 somewhat important or merely peripherally important.

14 To the degree that economics plays a
15 part in his decision, it is probable that if there
16 were no photocopying machines, many more journals
17 would wind up in the very important category and
18 the scholar would simply have to find the money to
19 make sure he could subscribe to those journals.

20 With the advent, however, of cheap and
21 easy and illegal copying, the scholar can kid
22 himself into believing that if he can only call upon
23 specific articles from these journals that will
24 really satisfy his needs, perhaps not perfectly, but
25 then nothing is perfect in this world. Every

1 subscriber thus lost brings that journal closer
2 to extinction.

3 One could say parenthetically: "Well,
4 then, let it die." But that seems to me to work at
5 variance with the professed aim of the entire library
6 community which says it wants to supply more and
7 more information, not less and less. Thus it would
8 seem at first blush that the library would have to be
9 very concerned over the death of a source of infor-
10 mation. In the face, however, of the attitudes
11 taken by most librarians this does not seem to be
12 their concern. Their concern seems to be instead:
13 "The economics of whether a journal lives or dies
14 is really not our problem; that, of course, is up
15 to the publisher. We just want to right to freely
16 disseminate what does exist."

17 Well, such an attitude, it seems to me,
18 is less than responsible, because either we as
19 society need to protect this endangered species,
20 or we should all shrug our shoulders and say, "Well,
21 the information will just simply not be available."

22 No one apparently is willing to grapple
23 with the terrible truth, namely, that if we do not
24 protect this endangered species it will in fact
25 die and there will be nothing to photocopy.

1 Now a great deal has been written and
2 spoken concerning the possibility of increasing
3 revenues, undoubtedly dreamed up by some humorist
4 for such endangered journals, by way of the willingness
5 of libraries and other groups to actually pay some
6 form of license fee for the privilege of disseminating
7 this information. Again, parenthetically, this
8 strikes me as a completely nonsensical notion, since
9 a publisher is a publisher precisely because he
10 disseminates information -- it is what he is in
11 business to do.

12 For example, every article in every
13 journal I publish, and I publish 150 journals, is
14 available from me at \$15.00 per article regardless
15 of length. It is quite true that these journals
16 cost me a great deal of money to produce, which is
17 why I must charge \$15.00 per article. Obviously,
18 also a journal costs a library nothing to produce
19 so they might charge \$2.00 per article and make
20 a profit. It would seem to me that even in the case
21 of well-meaning and well-wishing libraries who
22 want to be both legal and moral and want, therefore,
23 to establish some form of licensing whereby they
24 would pay the owner of the information, the publisher,
25 for the privilege of disseminating that information,

1 an important question goes begging. Of course,
2 the library is going to charge a lower price than
3 the publisher. When all the verbiage is cut out and
4 the entire question is pared down to basics, we
5 come solely to the question not of the accessibility
6 of information, because as I have just pointed out
7 the information is readily available from me, But
8 of a lower price.

9 Nobody tells the orange grower that he
10 must sell oranges for two cents apiece; nobody
11 tells egg producers that they must sell eggs for
12 60 cents per dozen; but in a sense they do tell the
13 publisher of information what he should charge. If
14 I were ready to make my articles available at ten
15 cents each rather than \$15.00, evidently no one would
16 want to rip me off or take over my function of
17 disseminating information.

18 I seem to have spoken here solely about
19 my responsibility as a publisher to make money for
20 my company. But as we all know, publishers pay
21 royalties to authors, which is how they survive. So
22 authors obviously share in the revenues that
23 publishers receive. The anomaly here is that the
24 author is supplying the brainpower without which there
25 is no information: The publisher is risking his money

1 and his organization to make this information
2 available to the world without which efforts the
3 world would not have it: The library in acting as
4 a middleman on behalf of the consumers says in
5 effect: "The consumer wants this at a cheaper price
6 and we are going to give it to him at a cheaper
7 price, and in the process, we cannot be too concerned
8 over whether you and the author survive."

9 Let me return, however, to the idea
10 of the license. As I think we all know -- I am
11 taking too much time?

12 DR. BURKHARDT: Mr. Coleman, I just
13 wanted to warn you that you are obviously dealing
14 with a very highly technical subject, and don't
15 use up all your question time.

16 MR. COLEMAN: Okay. You are right.

17 Let me jump right to the end.

18 I obviously object to any form of
19 licensing because any form of licensing can only get
20 me a fraction of the money this costs me, and it
21 is absolutely impossible for us to supply any
22 kind of money in any kind of real sense.

23 I end by saying: "The answer to the
24 problem of the high cost of information is government
25 funding. The answer is not bleeding the journals

1 to death so they will have to cease publication,
2 when there will be nothing left to copy. Whether
3 government funding should be to libraries or
4 to publishers is unclear to me at this moment, but
5 there is no question in my mind that unlimited
6 photocopying leads to the extension of the limited-
7 circulation scholarly journal.

8 Thank you.

9 DR. BURKHARDT: Thank you.

10 MR. VELDE: I am sure that there will
11 be many questions. I thank you for coming.

12 Would you put your articles into a
13 publisher's pool?

14 MR. COLEMAN: I have given my answer
15 in this letter. The answer is, there is no
16 possibility for that. I will give you a tiny
17 for instance: Supposing I sell my articles for
18 \$15.00, and supposing in that publishing pool the
19 library was going to sell that article for \$2.00
20 and suppose in that article I was going to get a
21 10 percent commission on it, we will say a royalty
22 on it, and then let's say that means I am going
23 to get 20 cents an article. It makes absolutely
24 no sense economically for me to believe that I
25 will get any form of recompense for that article

1 at all commensurate with what we call the first
2 copy cost of that article. No way.

3 MR. VELDE: If a request for an article
4 comes in one afternoon, how long does it take
5 before it is sent out?

6 MR. COLEMAN: It takes one minute, as
7 a matter of fact. We send it out immediately.

8 I am assuming the mails will take 24
9 hours. That minute.

10 MR. VELDE: Have you ever talked to
11 other publishers as to why their articles aren't
12 available?

13 MR. COLEMAN: Yes. Other publishers
14 don't believe in doing this and they are wrong, but
15 that's life. I believe in doing this.

16 If I say what I do say, which is that
17 the publisher is the disseminator of information
18 and the librarian is only the middleman, when I say
19 that I ought to be prepared to put my money where
20 my mouth is and that means if I say that I must be
21 ready to have that material readily accessible,
22 which it is from me. Not free. Freely available,
23 not free.

24 DR. BURKHARDT: Mr. Coleman, I don't
25 want to quarrel with you, but the publisher is a

1 disseminator, but in that capacity he is also a
2 middleman. The man who created the stuff --

3 MR. COLEMAN: True.

4 DR. BURKHARDT: -- he is the man. You
5 can't do without him and you are making his stuff
6 possible.

7 MR. COLEMAN: Absolutely. You are
8 right.

9 DR. BURKHARDT: So you are both middle
10 men.

11 MR. COLEMAN: Okay.

12 MISS SCOTT: The majority of your
13 journals are translation journals, is that correct?

14 MR. COLEMAN: About a hundred of the
15 hundred fifty are translation journals.

16 MISS SCOTT: So then it is your payment
17 to the translator himself?

18 MR. COLEMAN: Right.

19 MISS SCOTT: Another question: Do you
20 participate at all in the Institute for Scientific
21 Information programs?

22 MR. COLEMAN: Yes, I do.

23 MISS SCOTT: Philadelphia based?

24 MR. COLEMAN: Yes, I do.

25 MISS SCOTT: So that they buy --

MR. COLEMAN: That has worked out very, very uneconomically from our point of view because they have in fact put our materials in current contents, and when they use articles we get royalties. Those royalties can't have amounted to more than a few dollars a year, literally, and so to no avail.

MISS SCOTT: But you still continue?

MR. COLEMAN: We have.

MR. DUNLAP: I appreciate the depth of your concern in the ramifications in some of the problems, but I was surprised to see you say that libraries augment their income through photocopying, because most of us do not, I assure you. We operate under revolving funds. It is a cost basis.

If it was taken out of my library tomorrow it wouldn't make any difference to the budget under which I operate, and I think that my library is fairly typical in this respect.

MR. COLEMAN: Then I have not covered all libraries. I am sorry.

MR. DUNLAP: I think you have covered very few.

MR. COLEMAN: Okay.

DR. BURKHARDT: Mr. Becker.

MR. BECKER: I have two things, one in

1 the form of a question and the other a comment.

2 How can you be sure that the reduction
3 in subscriptions is a function of libraries photo-
4 copying and not of some other cause such as low
5 quality, lack of user demand, change of scientific
6 interest and so forth?

7 MR. COLEMAN: It would seem to me I
8 could do that for the following reasons:

9 At the journal conference I attended,
10 run by the National Library of Medicine, run in
11 Bethesda, in any event when Bob Cannon spoke of the
12 journals of the American Chemical Society, which I
13 questioned anybody who would want to argue about
14 high level journals. He can show you the same
15 graph that I can show you, almost identical, which
16 is the downturn of subscriptions starting around six,
17 seven years ago and you can see the exact graph.
18 You can duplicate that, I believe, for every scientific
19 and technical publisher throughout the world.

20 Now if you want to say that his journal
21 is low level, I would doubt it. I could say that
22 anybody else's might be, that's okay, but you will
23 find that true throughout the entire scholarly
24 community. All journals are down. They are not all
25 low level, and they are all down just about the

1 same amount. My guess is, and it is an educated
2 guess, that it comes from photo-duplication.

3 Now I could go further and say this:

4 Because I am not a fireman, that doesn't stop me from
5 perceiving a fire. It doesn't stop me from perceiving
6 a danger. The danger is simply expressed, is this
7 an endangered species? If it is we had better pay
8 attention to it as such. If it isn't, well, then
9 we can all have it back and have a right to say
10 it isn't an endangered species; don't worry about it.
11 If it is, that's what we have to concern ourselves
12 with because that might die. Then there will be
13 nothing left to photocopy, which is my point.

14 MR. BECKER: My second point was that
15 I thought you wrote a very persuasive letter to
16 Bill Beddington on which you presented with your
17 testimony with a copy to Bill Knox.

18 He is a private research library and
19 the government clearing house are both involved in
20 this. The response from the two gents don't appear.
21 Did you get any?

22 MR. COLEMAN: I got a letter from
23 Bill Beddington which simply says he understands my
24 heat, but obviously there are two sides to the
25 argument and does not go on to give his side of the

1 argument. Bill Knox simply responded by saying
2 could I be more precise about what he had taken,
3 and that was all.

4 DR. BURKHARDT: Mr. Coleman, as a user
5 of scholarly journals, I would say that if I used
6 a scholarly journal frequently enough so that it would
7 pay me to subscribe, I would do so. I wouldn't,
8 if I paid \$15.00 for a copy of an article from one
9 of your journals and I expect that this journal
10 is of interest to me over the years, I am going to
11 lose a lot of money by paying \$15.00. I get a
12 subscription to it.

13 MR. COLEMAN: Suppose you buy it for
14 \$2.00.

15 DR. BURKHARDT: So, my point is I think
16 from the user point of view one doesn't actually
17 use photocopies for the kind of things one uses
18 all the time, however relatively regularly because
19 you save money. You only use a photocopy on a
20 rare and unusual or something you don't get or hear
21 about very frequently, so that I would never subscribe
22 to a magazine which I use an odd article maybe once
23 or twice a year, and so that has to be put into
24 anything, the economics of this situation, too.

25 I think you have a logical argument

1 and it seems to make such great common sense but
2 when I try to apply it to my own use I don't see that
3 I have jeopardized any periodical life in the way
4 I use it and I suspect scholars generally work the
5 way I do.

6 I subscribe to six or seven that come
7 usually -- I have three, four things a year or
8 quarter, and it is the odd one that I don't and
9 would normally not subscribe to anyway because it
10 wouldn't pay me.

11 MR. COLEMAN: Well, might I point this
12 out, as not totally in answer to your question but
13 there is this: Supposing you were a librarian
14 pressed for funds and you had to curtail whatever it
15 was, something had to give. You can't curtail your
16 labor because there is no way to keep labor costs
17 down, there is no way to do anything at all like
18 that, nothing at all you can do. Something must
19 give or you must get more money.

20 Well, if something must give you are
21 going to go obviously and correctly to those journals
22 which have a lesser demand, not a question in the
23 world about that.

24 My question would come down to the
25 following level: If your lesser demand was caused

1 by networking or the possibility that you could
2 get it from other places, or the possibility that
3 that journal in fact you could use one copy for
4 ten libraries, et cetera, if that turns out to be
5 the fact and the way it was, that journal could be
6 killed.

7 Now I grant immediately one could say
8 logically: "Well, let the journal be killed."

9 I question that that is what anybody
10 wants to say and if that's not what they want to say
11 there has to be someone who will sit down with an
12 overview of this entire subject and say: "Sir,
13 now hold the phone before we go too far and kill all
14 these things."

15 Are we embarking on the right road?
16 Is it the right path that we are following? I am not
17 sure that it is at all. I see a great cry for
18 users; I see a great cry for consumers out there;
19 I see a great cry for libraries who, heavy knows,
20 need the money. I see no one saying, "Let's not
21 kill these things." I see no one saying that.

22 DR. BURKHARDT: Andy.

23 COL. AINES: And you, of course, are
24 very persuasive in what you are saying and I am sure
25 it is very much tonic for those people who want to

1 understand the message that you are conveying.

2 Let's look at history a little bit.
3 The publishers and the professional societies found
4 that they were unable to support their programs
5 and the institution of age charges was born. The
6 government subsidy, no matter what else you call it,
7 even though the private sector, I understand, paid
8 an equivalency. Apparently it was decided back at
9 this time when this happened by the Federal Council
10 to Scientific Technology that they did not want to
11 see the publications be ground under, for whatever
12 reasons. Now we are coming to another Y in the
13 road, and the private producers are coming forward
14 and saying: "Look, as a result of economics, new
15 technology, new practices among people, now we find
16 ourselves in the same boat."

17 And so you are pointing out that you
18 would not like to see a new kind of a network be
19 created that will make matters worse for you.

20 I hope I am stating your problem.

21 MR. COLEMAN: Exactly.

22 COL. AINES: I would like to suggest
23 that the idea of looking for similar subsidies
24 might be one way, but again it might be very much
25 of a dangerous way to go.

1 MR. COLEMAN: That is exactly right.

2 COL. AINES: So we now find not only
3 one endangered species but there are a number of
4 endangered species, including the libraries.

5 MR. COLEMAN: That is absolutely correct.

6 COL. AINES: This then would indicate
7 to me that some very serious thinking still has to
8 be done in the area and I am pleased to say that
9 there isn't a final word, there is no decision in
10 terms of law at this stage of the game, in terms
11 of any national decision, but I would hope your
12 community continues to put the matter in the clear
13 perspective, not only looking at your own problems
14 but being able to articulate just as effectively
15 the recognition of a number of endangered species
16 and the search for some new formula, which I don't
17 think we have yet been able to find.

18 DR. BURKHARDT: Mr. Casey.

19 MR. CASEY: Will you please give me your
20 opinion as to the feasibility and practicality of
21 a suggestion that I have received in regard to the
22 problem.

23 Assuming you are publishing a scholarly
24 journal every month with ten articles in it, you
25 anticipate through your experience that three of them

1 are going to be very, very popular, and out of all
2 the copies there may be a big demand for those three.
3 So in your magazine you are only publishing a
4 summar of those three, thereby forcing the reader
5 to write to you and pay the \$15.00 to get the complete
6 text of those three. So there is no use copying
7 it in the library because it is not complete. If
8 you want the complete one they have got to read the
9 summary and order from you the complete text.

10 MR. COLEMAN: I question very much
11 whether, one, I could depression, or even my editors
12 could depression enough to know which of those
13 articles are really going to be that important.
14 That is first of all.

15 Second of all, from the point of view
16 of a journal publishing program of any size, whatever --
17 yes, if we were doing one journal we might be able
18 to do that. It's a possibility. But doing 150
19 journals, obviously it is a total impossibility.

20 It would seem to me not only too
21 cumbersome but I question really that it could be
22 effective. I doubt very much.

23 I have thought about it a great deal,
24 yes.

25 MRS. MOORE: Dr. Cuadra.

1 DR. CUADRA: I have a question about
2 the economics of your business.

3 If you had a thousand subscriptions
4 and for some reason or another that turned into
5 only 500 subscriptions, presumably you could double
6 your price. I am sure you would meet tremendous
7 resistance, but my question is: Would that double
8 price meet your costs for essentially half a press
9 run?

10 MR. COLEMAN: Well, let me tell you--
11 I am afraid I am taking too much time, but let me
12 tell you a hair-raising answer to what you have
13 just asked. The hair-raising answer is this: Yes,
14 taken to reduction, what would happen. My price
15 will go from \$10.00 a year to \$30.00 a year, to
16 \$60.00 a year, et cetera, right, and eventually as
17 this continues to climb obviously the subscriptions
18 will continue to decline. Perfectly obvious.

19 Now what happens? Let's come down to
20 the finality of it. When you get down to the
21 bottom you are producing one single copy, right.
22 At the end, very end for the network, right, because
23 that is really where it is going to wind up. The
24 information isn't going to go away. That's where
25 it is going to wind up.

1 Who is that network library? That
2 network library has to be the AT&T and the IT&T and
3 Western Union, IBM, et cetera. That is who it is
4 likely to be.

5 Now one step backwards. I am a
6 monopolist. I own information and for \$15.00 you
7 can break my monopoly. That is easy. Pay me \$15.00
8 for my book and you have got it. You have broken
9 my monopoly.

10 You will not get on their consoles for
11 \$15.00. No way in this world. One step away from
12 the fact that large places will own this information.
13 One step away from there is Big Brother and big
14 government. One step away. But that is where it
15 must go unless literally small publishers can regain
16 as publishers, continuing to publish information
17 which is freely available, but not free, to anyone.
18 That's the real answer for that question.

19 MR. LERNER: As a publisher I wish you
20 had answered Carlos's question. I wanted to get
21 one of your secrets.

22 MR. COLEMAN: Obviously, as the
23 circulation declines the price has no choice but to
24 rise.

25 MRS. MOORE: We will have time for just

1 one more question.

2 Julia.

3 MRS. WU: In your testimony you said the
4 solution to this is to have the libraries expand
5 their budgets.

6 Are you suggesting that the libraries
7 will pay for the costs of the photocopying?

8 MR. COLEMAN: No. I am suggesting not
9 for photocopying at all. I am suggesting that the
10 libraries, if the libraries have sufficient budgets
11 then the libraries would be able to afford the
12 journals that they need and that we, as the
13 society, would be going past the individuals and
14 localized problems of local library funding and go
15 to the heart of the problem, at least I think it is,
16 which is if these journals are endangered and we
17 cannot allow that to happen, if that is our answer
18 and we cannot allow that to happen then we have
19 to make sure that doesn't happen.

20 Well, then, the library is going to
21 have to get money from the government or from some-
22 where to enable them to buy the subscriptions for
23 these journals. That's what is going to have to
24 happen. That's the answer to it, not photocopying.

25 MRS. MOORE: Mr. Coleman, you have

1 been very stimulating and we thank you for coming.
2 You have shed real light on the problem. Thank you.

3 MR. COLEMAN: Thank you very much.

4
5 MRS. MOORE: Our next witness is Mr.
6 Samuel Douglas, Director of the New Castle County
7 Library Department.

8 MR. DOUGLAS: My name is Samuel Douglas.
9 I am from New Castle County, Delaware.

10 In my written testimony I point out
11 the very deep concern that we have in the State
12 of Delaware over the lack of development of the
13 State Library. As some of you know, Mr. Trezza,
14 I am sure you know, a couple of years ago the
15 position of the state librarian was eliminated from
16 the budget and the state librarian found out about
17 it when he received his copy of the budget.

18 Since then there has been no state
19 librarian. There have been attempts recently to
20 preserve the State Library. In the meantime, though,
21 the State has gone to the development of County
22 library systems, which you would think would be a
23 logical thing to happen along with the development
24 of a State Library.

25 MRS. MOORE: How many counties?

1 MR. DOUGLAS: We have three counties.

2 New Castle has about half of the land
3 area and about two thirds of the population. The
4 other two counties, Kent and Sussex Counties are
5 small and essentially rural counties.

6 Now I came to Delaware just three
7 months ago. The legislation which created the New
8 Castle County system was passed along about November
9 and we are going to have our system in official
10 existence on the first of July.

11 However, to update my testimony, the
12 lower counties in Delaware have introduced bills
13 into the State Legislature to eliminate for them the
14 necessity to mandate, to create a county library
15 system, and they want to retain what has been in
16 the past, which is a library based on a school
17 district tax level managed by the local library
18 commission.

19 Now not all of the libraries in New
20 Castle County are coming into the system directly.
21 I will administer directly for libraries but some
22 of the smaller libraries and some of the libraries
23 with a great deal of private interest in their
24 development, in their history, will contract with
25 us for library services.

1 We are trying to figure out good ways
2 of policing those contracts and it is a little bit
3 difficult when you are not allowed to see books,
4 you are not allowed to have audits when a single
5 individual owns the building in which the library
6 is housed. Any number of different things like
7 that.

8 So my question was, for the State
9 of Delaware is it really best to focus development
10 on the State level? We can't seem to get anything
11 done there and there doesn't seem to be any interest.
12 I am not an empire realtor but I would say very
13 definitely that New Castle libraries will be far in
14 the lead. We have 75 to 80 percent of the state
15 library resources. When you add the University
16 of Delaware library, I think you heard Dr. Dawson
17 this morning, when you add that complex to the medium
18 sized but good collection of Wilmington institutes,
19 and you add the Delaware Historical Society, the
20 private library, both historical kinds and business
21 and other kinds of necessary information, Du Pont
22 Company, you have a rather amazing collection of
23 libraries. I wonder how you feel about this
24 lack of effort on the State and I wonder if you
25 have suggestions for us to help get things moving.

1 MRS. MOORE: Mr. Douglas, the purpose
2 of this hearing was for us to listen to you, not
3 for you to listen to us.

4 MR. DOUGLAS: Of course, I understand.

5 MR. LERNER: How are LSCA funds
6 administered?

7 MR. DOUGLAS: They are administered
8 through the State Library.

9 MR. LERNER: But you said there isn't
10 a State Library.

11 MR. DOUGLAS: There is a State Library.
12 There is not a state librarian. The State Library
13 has been operated over the last couple of years
14 by a very capable woman who has done a good holding
15 job. She was trained as a bookkeeper and that has
16 been the state librarian.

17 She has expressed to me very strongly
18 her desire to have a capable person who can do the
19 kinds of programs and planning that are necessary
20 on the state level. I have been asked to write the
21 State Library plan for Delaware, and I don't think
22 the other counties are going to take well to that
23 at all.

24 MR. TREZZA: The problem in Delaware,
25 of course, is two-fold: First of all, the office

1 of education should not permit that to happen by
2 simply withholding the funds.

3 After reading the Act I think a legal
4 opinion could be made that they have to have a
5 professional, but be that as it may, the librarian
6 and the trustees or the citizens of Delaware must
7 assume the responsibility for pursuing that. Now,
8 if that is decided, the State of Delaware may well
9 find that after the development of the programs
10 that it needs to be more regional than state, as
11 they do out in the area far west.

12 For example, a number of states will
13 do a lot more regionally than they do in the state.
14 They have a state library with a limited program
15 but this they tap in on a regional basis and do
16 more. And it may well be that Delaware is small
17 enough, the problems are sufficient so that one
18 aspect of it may be that you have to go to Maryland
19 and Pennsylvania, for example, on a regional basis
20 to get some help. But I do think that is your
21 basic problem.

22 How do you first get your state level
23 resources shared?

24 It can only be answered by the librarians
25 and the citizens of Delaware and the best we can do

1 is to suggest that maybe some of the other states
2 that have some of these problems might be able to
3 help you in working with you.

4 MR. DOUGLAS: Could I give you an
5 example of the way this has worked?

6 Recently, the last three months, we
7 were invited to apply to the State Library for
8 a sort of grant of twenty-some thousand dollars,
9 available for each of the three counties. All we
10 had to do was send in an application and this would
11 come to us after paper work. I wrote up a very
12 short two-page grant, sent it in and about two
13 weeks ago I was called by the people in the State
14 Library to know if they could send a copy of my
15 proposal to the other two counties because they would
16 not apply for the money because they thought
17 applications were too difficult to write.

18 MR. TREZZA: You have got problems.

19 DR. BURKHARDT: Any other questions?

20 MR. LORENZ: I am really surprised
21 that there isn't greater emphasis on getting the
22 public involved and greater emphasis in using what-
23 ever political power you can muster in fact in
24 terms of helping the libraries. That really sur-
25 prises me that the libraries and librarians have

1 been so acquiescent in dealing with this question.

2 MR. DOUGLAS: Actually, the lead in
3 developing the system for the county was taken by
4 the current president of the county council who
5 worked for many years. Now there's a great deal
6 of citizen involvement and we have a civic library
7 board of 13 members, the League of Women Voters has
8 taken on libraries as a project and done a real
9 tremendous job and good analysis, and all of this
10 information was presented to me in a package when
11 I arrived. A lot of the groundwork was done and I
12 had not very much of it to do.

13 There is citizen involvement but it
14 gets right down to the fact if better libraries
15 require a raise in the county taxes it is not going
16 to happen.

17 We have just been through our budget
18 hearings. Somewhere along the line somebody
19 mentioned 1.5 million dollars for libraries and
20 it has been held to that. Almost to the penny.
21 And we have had to work, for example, with the
22 Wilmington Institute. We have required 25 percent
23 reduction in their staff, at the same time telling
24 them that they may not reduce their hours or they
25 won't get their money. No one is out of work. We

1 are absorbing them into our County system but it
2 gets down to the fact that living in what is
3 essentially an urban county is expensive enough that
4 people don't even want to hear pennies added onto
5 their county taxes. In other words, we want it
6 but not if we want to pay for it.

7 MISS SCOTT: What is this \$200,000
8 sort of grant?

9 MR. DOUGLAS: \$20,000.

10 MISS SCOTT: Sorry. A typographical
11 error.

12 MR. DOUGLAS: I wish it were.

13 MISS SCOTT: Who is it that indexes
14 that got the \$20,000?

15 MR. DOUGLAS: Oh, that was just a
16 for instance. We have some important local history
17 information in the Wilmington Institute Library
18 which is completely well kept. It is an amazing
19 catalog and we were toying with the idea of getting
20 some kind of computer generated index and placing
21 it around so we could take the physical pressure
22 off the Institute, but we don't buy multiple copies
23 of best sellers, and my point was that when you
24 read in the newspaper that your are spending \$200,000
25 on a computer project and you are 26th in line for

1 the best seller you want to read, you are going to
2 go to your county councilman.

3 DR. BURKHARDT: Okay.

4 MR. LERNER: It is the horror story of
5 the day.

6 MR. DOUGLAS: Yes.

7 DR. BURKHARDT: Thank you, Mr. Douglas.

8 MRS. MOORE: When you have solved this
9 you come back and tell us about it.

10
11
12 DR. BURKHARDT: And now, Miss Wright.
13 Lottie M. Wright, Director of
14 Library and Media Services Division, The Federal
15 City College.

16 MISS WRIGHT: I am Lottie Wright, the
17 Director of the Library and Media Services at
18 Federal City College in Washington, D.C.

19 I wish to thank the commission for
20 inviting me here for this testimony. I do not wish
21 to elaborate any further on the testimony that I
22 have submitted. I would like to express another
23 concern not shown in the first testimony. That
24 concern is for a national cultural center of black
25 information to be located in Washington.

1 The Washington Metropolitan Area
2 encompasses approximately three million people.
3 Recent reports on population growth show what is
4 called a sharp decline in the metropolitan area
5 population growth rate, however, the fact remains
6 that blacks are still the majority in the District
7 of Columbia, per se. Therefore it seems altogether
8 reasonable to me to argue for a national network
9 of information having its base in Washington, D.C.,
10 as a national cultural center of black information.

11 A number of efforts have been under-
12 taken to bring such a network of black information
13 together in organized fashion. The failure of
14 these efforts to effectively accomplish such a feat
15 to date is the same as in similar undertakings
16 of this magnitude: One, inability to find the
17 necessary funding; and, two, lack of available
18 leadership free from economic constraint or restraints
19 to produce a permanent project requiring years
20 of study and implementation.

21 This establishment of such a center
22 in Washington will be of inestimable value in
23 illuminating an area only barely touched by similar
24 efforts.

25 The disbursement of materials relating

1 to the rise of the black culture in the United
2 States has heretofore hampered efforts to comprehend
3 its nature. In a pragmatic sense the traditional
4 inability of either black or white cultures to
5 communicate on the basis of equality is to some
6 extent affected by this difficulty in certifying
7 close culture communication efforts.

8 The center must, as a consequence, be
9 seen as one which will provide a base for the
10 generation of knowledge necessary for a statement
11 and certification of black culture as it relates
12 to whites in the generation of mechanism of
13 communications between the two.

14 In order to make the problem of
15 scholarship and satisfy the largest social needs
16 a central depository for materials relating to
17 race and development of black culture in America
18 and elsewhere should be established in the District
19 of Columbia within the City's broad range of
20 complementary facilities.

21 And here I am referring to the many
22 libraries in the area and many information centers
23 in the area which number something around one
24 thousand.

25 This is ideal for a national education

1 national resource within easier reach of students,
2 researchers, educators, politicians and the man
3 in the street.

4 We go further to suggest that this
5 center might be established at the University of
6 the District of Columbia soon to be.

7 Its relationship to the community would
8 be in keeping with the practical community outreach
9 commitment of a land grant institution. However,
10 this center would not merely be a central depository
11 or clearing house, but would carry with it a
12 commitment to the crucial urban social problems
13 facing the nation today and involvement as a vital
14 force in engendering communications.

15 We therefore strongly recommend that
16 the following suggestions be considered in the
17 development of the federal library legislation:

18 One, large metropolitan areas with a
19 heavy concentration of information resources such
20 as the District of Columbia be distinguished from
21 areas with less significant facilities and their
22 role as a national network defined for specific
23 and unique network programs;

24 Two, the Washington area has developed
25 strong library cooperation to expand available

resources to its constituency.

Federal support for these cooperations would significantly advance network development;

Three, a black culture information center based in Washington at the University of the District of Columbia and as a clearing house for disbursement of information throughout the nation should be established;

Four, support for the Council on Government and the many projects now under way to bring together the resources available in the many libraries in the Washington area.

Thank you.

DR. BURKHARDT: Now, Miss Wright, this is new testimony, isn't it?

MISS WRIGHT: This is new testimony.

DR. BURKHARDT: So, could you send it to us so we will have it for the record?

MISS WRIGHT: Most certainly.

DR. BURKHARDT: All right, good.

I wanted to ask you, also, could you name three or four places now that have substantial collections of black information.

I imagine the Schonberg collection in New York would be one. What others are there that

1 have collected a large amount of material now
2 that could be a base for such a network, say? .

3 MISS WRIGHT: There is a large amount
4 of material at the Fiske University in Nashville,
5 Tennessee. There is also a large collection at the
6 Atlanta University at the library there. There is
7 a large collection at Florida State University, at
8 Tuskegee Institute. There are numerous others.

9 MR. LERNER: The Lennon and Hart
10 Collection, Public Library.

11 MISS SCOTT: What about Howard University?

12 MISS WRIGHT: And Howard University,
13 of course.

14 DR. BURKHARDT: Howard is the one
15 you are thinking of as perhaps the location?

16 MISS WRIGHT: No. We are thinking of
17 the to-be-created University of the District
18 of Columbia. At this point we are thinking of the
19 Federal City College but we prefer to move to the
20 larger plans for the University.

21 MISS SCOTT: At Howard, just to pursue
22 this a little, this is not an open collection; is
23 that correct?

24 MISS WRIGHT: This is correct, that the
25 collection at Howard is not an open collection. As

1 a matter of fact they have had a lot of problems
2 with the borrowers, who have recently damaged and
3 mutilated and stolen a great deal of the material
4 that they had hoped to preserve for the sake of
5 scholarly research.

6 MR. LERNER: I want to ask basically
7 what is a hostile question. It has to do with the
8 relationship between City Colleges and Public
9 Libraries and reading your testimony which you
10 furnished us in advance, it seems as if you are
11 asking in effect for a D.C. public library to take
12 over in fact the research library's functions
13 of the Federal City College and that you are con-
14 cerned that they are not doing their jobs for
15 students, and my question is, shouldn't you and other
16 City College librarians, that is not only a D.C.
17 problem, but it exists all over the country --
18 shouldn't in fact you do more of your own jobs
19 rather than calling upon the facilities of the
20 public library to do it for you?

21 That is an unfair question, but it
22 has, you know, time and time again.

23 MISS WRIGHT: I am sorry that you got
24 this from the testimony. Our intent was to show
25 that the D.C. Public Libraries cannot in fact do

1 this thing. They cannot provide this kind of
2 research. They are not funded to do so and they
3 have not been over a period of years.

4 We would like to be able to do this
5 and we are attempting to do it by establishing our
6 own research library on the Federal City College
7 campus and we do have at this point a small
8 facility.

9 However, the magnitude of the research
10 libraries that we are concerned with is a regional
11 facility far surpasses the kind of budget that the
12 D.C. Public Library is now given.

13 I have been a member of the D.C. Public
14 Library staff myself before I went to Federal
15 City College and I had great difficulty in justifying
16 a budget for in-depth material to take care of the
17 students in the various colleges who used the
18 facilities where I worked.

19 MR. LERNER: What do you think this
20 relationship in fact should be then between the
21 public library collections and the support of City
22 colleges?

23 MISS WRIGHT: I think if they were
24 funded properly both should complement, supplement,
25 support each other; that a strong referral system

1 would facilitate this, but it is necessary there
2 again for a network, a union catalog to be provided
3 so that each facility will know what is available
4 at the other.

5 COL. AINES: I have a couple of questions
6 I would like to ask you.

7 Has there been any effort, to your
8 knowledge, to create a black oriented consortium
9 among the universities that you have talked about
10 having collections of the type that might be put
11 together?

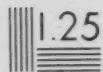
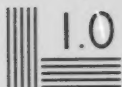
12 MISS WRIGHT: Not in the District. We
13 only have the consortium of libraries as are related
14 to that consortium of universities.

15 COL. AINES: No. Pardon me. I have
16 given you the wrong question.

17 I think you mentioned Fiske and mentioned
18 a number of others.

19 MISS WRIGHT: Oh, yes. Yes. There
20 has been such an attempt.

21 In 1971, '72 there was a group meeting
22 Cassidy Committee who attempted to establish such
23 a network. However, it did fail because of funding
24 mainly, and also for the fact that I mentioned
25 leadership that was free and funded strongly enough



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RESOLUTION TEST CHART

1 that people could really get down to business of
2 trying to bring together such a network.

3 Last year in Atlanta another group met
4 to try to effect this. I do not recall the results
5 of that.

6 COL. AINES: You would be interested
7 in knowing it is a very small footnote that I was
8 the one who tried to get that started for you as
9 the chairman of Cassidy at that time.

10 MISS WRIGHT: I see. Thank you, Mr.
11 Aines.

12 COL. AINES: Unfortunately, Cassidy
13 disappeared and all the authority and power we had
14 went with it.

15 The other question that I have is:
16 Have you brought this proposal to the D.C. Government
17 in any way, to Mr. Washington or any of the
18 people in the governmental sector?

19 MISS WRIGHT: No, sir, I have not.

20 As a matter of fact, I have just only
21 recently been in a position to put together this
22 type of information that I might at some point
23 very soon I hope bring this before them.

24 COL. AINES: It might be a good idea
25 just to try it out and see what happens.

1 MISS WRIGHT: Thank you.

2 DR. BURKHARDT: Any other questions?

3 If not, Miss Wright, thank you very
4 much for coming.

5
6
7 DR. BURKHARDT: Now, is Mr. Adler here?

8 Mr. Adler, I understand you have a train
9 to catch. How urgent is it? I could let you come
10 on now if you are really pressed for time, otherwise
11 it will be the one after this.

12 MR. ADLER: It certainly can be the
13 one after this.

14 DR. BURKHARDT: In that case I want to
15 call on Mr. Charles Ness.

16 MR. NESS: My name is Charles Ness. I
17 am president of the Pennsylvania Library Association.
18 The Pennsylvania Library Association has approximately
19 2600 members. I represent many different library
20 interests: Schools, special and academic, public.

21 I would like to amplify just a few
22 items which appear in my statement.

23 DR. BURKHARDT: I didn't get a copy of
24 your paper. Did you all get copies?
25

1 MR. NESS: Oh, it's in the new folder.

2 DR. BURKHARDT: I am sorry. Maybe you
3 had better amplify it.

4 MISS SCOTT: Since we have not had a
5 chance to read it.

6 MR. NESS: As a state association we
7 are especially concerned about the networking and
8 the resource sharing. We have in this state many
9 different cooperative groups, I forget exactly
10 how many, 19 or 20. Some of these groups have been
11 in existence for quite some time. Some provide
12 shared cataloging information and location for
13 interlibrary loans through OCLC tie-ins.

14 Some less sophisticated manage to
15 provide services, strengthen services, and resources,
16 to their constituents through cooperative
17 arrangements, and these are many and varied.

18 Some include only college library,
19 academic libraries, some include a variety of the
20 libraries, public and special academic, some cut
21 across state lines, some have been established by
22 law.

23 I suppose the point is that it seems
24 to me in my federal partnership we could consider
25 the role of these consortiums, these groups, and

1 in fact that some of them might well become active
2 modules in a national program.

3 On one other matter we, as an association
4 are concerned about selling the idea of networks,
5 selling the idea of resource sharing and so forth
6 to legislators, to the citizens. We look forward
7 to the grass roots activity and have appointed a
8 committee to work on the Governor's Conference next
9 fall.

10 I perceive regular activity in the
11 coming year whereby we will be working with the
12 public and relating the needs to the citizens and
13 to the legislators.

14 MR. CASEY: Mr. Chairman, may I ask
15 a question, please?

16 DR. BURKHARDT: Yes, Mr. Casey.

17 MR. CASEY: In your capacity as the
18 president of the Pennsylvania Library Association,
19 your attitude towards the White House Conference
20 is possible because we hope to have governors
21 conferences or free White House conferences in every
22 state and territory, and the enthusiasm of the
23 people on the state level, of course, is going to
24 generate the enthusiasm in Washington at the
25 national conference.

1 Now, how do you feel about the White
2 House Conference? What do you expect for it, what
3 anticipation and what aspirations do you have for it?

4 MR. NESS: Well, first of all I think
5 it will be only as good as the Governor's Conference.

6 Let me just go back to the governor's
7 conferences. I think these have to be well organized.
8 It has to be good input into the governor's conferences
9 and out of the governor's conferences will come
10 the papers and so forth and the ideas that will
11 culminate in the White House Conference. I foresee
12 in the White House Conferences that the real national
13 priorities will develop just as I see these
14 priorities developing at the state level, and I
15 also think that as priorities develop, also there
16 will be a reassessment of many of the operations,
17 critical evaluations on what has taken place in
18 the past.

19 Also, certain courses of action that
20 we will follow in the years ahead.

21 MR. CASEY: Thank you.

22 MRS. MOORE: Could I?

23 You are assuming, of course, that
24 we will have the White House Conference and you
25 are?

1 MR. NESS: I am assuming that we will.

2 MRS. MOORE: And that you are going
3 ahead with your plans to have this conference next
4 year?

5 MR. NESS: We are also assuming that
6 the Governor of this State will call a Governor's
7 Conference for the fall of 1976.

8 MRS. MOORE: And this would be the
9 conference that you would use as a preparation?

10 MR. NESS: Yes, ma'am.

11 And we could have all of our people,
12 various people, participating in this and interested
13 citizens and so on.

14 But we will be working closely with
15 the State Librarian, with other associations,
16 Pennsylvania School Library Associations, for example,
17 in bringing this about.

18 We also have nine chapters in our
19 State Association and we will use the organizational
20 structure that we have to focus attention on many
21 matters that will have to come up at the Governor's
22 conference.

23 DR. BURKHARDT: Does anyone else have
24 a question?

25 MR. LERNER: Charlie, you are certainly

1 familiar with the national program document.

2 This is a question which is really
3 a question which goes well into the future. How
4 do we and how do you as the PLA sell this to all
5 the libraries? How would you do it on your state
6 level?

7 MR. NESS: How do we sell it to all
8 libraries?

9 MR. LERNER: Yes.

10 MR. NESS: Well, there are different
11 ways. And I get back to the point I made before.
12 I think first of all we use the organizational
13 structure that we have, and I have mentioned nine
14 chapters.

15 Now we get down to the grass root
16 medias. Most chapters have two meetings a year.
17 The chapter is really a composite of the whole
18 membership, the geographic local, and you begin
19 by having meetings in your chapters and you invite
20 not only your librarians, your members, but other
21 people as well. You use your publications. We
22 have publications out six times a year. The
23 committee is working very closely with the State
24 Library setting up programs and we have waged a
25 PR campaign. In fact, we have PR workshops now in

1 the state. I think this will be a good test.

2 We use our legislative network. I
3 haven't mentioned that because we just completed
4 the final plans for our network, but we did send out
5 a trial notice and that notice is on the Governor's
6 Conference. This is a network whereby we are able
7 to communicate throughout the state by contacting
8 them through a chain of contacts initiated from the
9 PLA headquarters in my office, but we have done
10 a lot of grass root work and we used the media,
11 and we sell it. Now I am not saying that every
12 member of our association approves all that is in
13 the commission's report, but we have many interests
14 in our association, but there is a selling job to
15 do.

16 DR. BURKHARDT: Bud.

17 MR. VELDE: It would be very nice if
18 we knew more definitely the time of the White House
19 Conference and more properly in most states they
20 will be called the State Conferences rather than
21 the Governor's Conference.

22 MR. NESS: I realize that.

23 MR. VELDE: In turn, I think that's
24 something that you in this state will have to watch
25 to be sure you don't eliminate some help some way from

the planning of the White House Conference in the State Conference.

MR. NESS: Right, I understand.

DR. BURKHARDT: John.

MR. LORENZ: Perhaps I should have asked this question of Ernie Doerschuk but since you are there, do you happen to know if the State Grant Program for Pennsylvania, the public libraries, does require some minimum local or county effort in order to qualify for state grants in Pennsylvania?

MR. NESS: I think it does, yes.

MR. LORENZ: Do you feel that the same principle can be applied to the way several programs -- in other words, there there be some minimum state effort before federal grants would be obtainable?

MR. NESS: I must say this did concern us somewhat when we prepared the statement, because we were looking at what was expected of the state and the situation in many states, of course, is not very good as far as finances are concerned, and this is not in the statement but the burden on the state is going to be considerable and we question whether that was really something that we could expect as a matching grant or support from the state.

We haven't resolved that but it did

1 bother us.

2 MR. LORENZ: It seems to me if that
3 isn't to be obtained then there must be some alterna-
4 tive developed, wouldn't you agree?

5 MR. NESS: There must be some funding
6 somehow.

7 DR. BURKHARDT: One more point from
8 Mr. Trezza.

9 MR. TREZZA: One of the points about
10 the national program you must keep in mind is that
11 we are talking about funding and we are talking
12 about a partnership. While I like another term
13 better called balance in the governmental funding
14 where there is a local share and a state share and
15 a federal share and it is not either all federal
16 or all state. It is all three and it seems to me
17 you can't have one without the other.

18 I don't think, for example, the new
19 federal initiative of the magnitude we are talking
20 about is possible unless the local and state are
21 willing to put up their money.

22 Local meaning all kinds of local libraries,
23 academic, special, public and so forth, the state
24 the same way. Otherwise it won't work.

25 Because our problems of financing is

severe enough so only a mix will do it. So I don't think when you look at that program you should forget that it is pretty strong in that program. It does give the state the major responsibility because they are a coordinating agency, at least they have the ability to be, and as someone earlier this morning said, they vary with states. And we are saying, I guess, that each state must use its existing agency or develop a new one if it doesn't work, to do this job.

So don't take it as if we are trying to put undue purposes on the state, just its appropriate share.

MR. NESS: Okay, I understand.

DR. BURKHARDT: I guess, Mr. Ness, I will want to thank you very much for your testimony.

DR. BURKHARDT: I call on Mr. Adler, now.

Mr. Adler, you are the president of the Congressional Information Service; right?

MR. ADLER: That's correct.

I think you very much for inviting me

here and particularly for taking me out of order.

For the benefit of those of you who are not familiar with my interests in appearing here today, I am president of an organization, a private organization which collects, classifies, abstracts, indexes, micropublishes government documents no longer limited to Congressional documents, despite our name.

I wrote a letter to Dr. Burkhardt in April expressing my concern as a publisher who deals with government information, with the need for better coordinating relative roles of the private and public sectors in the dissemination of public information and suggested the need for a national policy to be established by the government in order to facilitate the implementation of public-private cooperation in this field.

I was delighted to see in the most recent draft of your national program document a similar statement with regard to the need for material policy guidance in this area. I only wish that the statement were perhaps even stronger than it currently appears.

I would like to mention that the new name and perhaps more important the new charter of

the House Subcommittee on Government Information and Individual Rights, now chaired by Representative Bella Abzug, offers a positive vehicle for congressional consideration that this vehicle needs and to suggest to the Commission that it might communicate its recommendations along these lines to that subcommittee.

I would also like to make one additional point if I might.

In my conversations with our various and some governmental officials regarding this issue, the need for federal information policy, I very often hear a question which I believe must be answered if the federal policy on distribution of government information is to be established. More often than not the question goes something like this: "We citizens pay for government information once with our taxes, why should we pay for it a second time through a commercial distributor?" I believe that the question itself reflects what appears to me, at least, to be a basic misconception of the information process. If this is a proper time and place to pursue this issue I would be happy to do so, unless there are other matters that the Commission would prefer to raise during the

1 very limited time that we have here this afternoon.

2 DR. BURKHARDT: Why not? Go ahead.

3 MR. ADLER: Okay. I would like to
4 draw an analogy, if I may. Let us assume for the
5 moment that I am the author of information, perhaps
6 I am a government employee who is the author of
7 information which is needed by and can be used
8 by certain members of the American public, and
9 that all of these people have been gathered here
10 in Soldiers Field in Philadelphia to hear me present
11 that information. In the absence of a public
12 address system, very few of the hundred odd thousand
13 people who can fit into that stadium would hear
14 what I have to say.

15 I think many of us in the information
16 industry and indeed virtually all of you in the
17 library community are in the position of one way
18 or another providing that public address system.
19 Without such a public address system what I have to
20 say before that crowd will only be heard by a
21 very small number. It is the existence of the
22 distribution apparatus, if you will, that makes
23 that added value for this information. It indeed
24 multiplies the value of this information by enabling
25 it to reach more users.

1 I will take my analogy one step
2 further and suggest to you that it is possible that
3 all of the people who need this information are
4 the Spanish speaking members of our population who
5 do not speak English, in which case it might be
6 necessary to provide not only public address systems
7 but also a translator. That is recasting the
8 original form of information into a new format so
9 that it can be more readily used by the potential
10 users.

11 I take it one step further and suggest
12 to you that the situation might be one in which the
13 hundred and some odd thousand people who might
14 need the information have not been gathered in
15 Soldiers Field yet and somebody may have to go out
16 and get them, make them aware of the meeting and
17 get them to Soldiers Field. That is bringing them
18 to the information, if you will.

19 Now it seems to me that irrespective,
20 regardless of the source of information, whether
21 it be publicly authored or privately authored, the
22 publishing process, the rest of the information
23 process, which is more simply a publishing process,
24 goes on independently of the creation of the
25 information. It begins after the information has

1 been created and the person or the organization
2 that provides the loud speaker, the public address
3 system that provides the translating or the reformatting,
4 it goes out and creates the attention in performing
5 functions that need to be recognized and indeed
6 unfortunately paid for, regardless of how much, if
7 anything, is paid for the original message.

8 In the dissemination and distribution
9 of public information, which may well be in the
10 interest of the government to disseminate, those
11 same processes have to go on. I think that there
12 is a very valid question as to when the government
13 should provide its own loud speaker and provide
14 its own translation and provide its own group of
15 messengers running up and down the streets saying,
16 "Come to Soldiers Field and hear the message." I
17 think there are certain circumstances where the
18 government should be in this base, but I do think
19 that those of us who are currently doing it
20 commercially should not be accused of doing nothing
21 but taking free information and charging for it,
22 but what we are charging for it is all the things
23 we do after the message has been created, and I
24 think that the question I posed before is one which
25 would seem to me to betray a misunderstanding of that

1 relationship.

2 DR. BURKHARDT: I suppose one aspect
3 of the problem is, how does it happen that a system
4 produces so much information that stops with it
5 just having been done when presumably it was produced
6 in order to get to somebody and a lot of it is
7 just there, and I agree with you, it would never
8 get any place if it weren't for some of these
9 distributors in the picture, but there is something
10 wrong with the thinking involved in the whole
11 operation if these sort of lie dormant until someone
12 picks it up.

13 MR. ADLER: I would like to comment
14 on that, if I may, Dr. Burkhardt, because I ask
15 myself the same question and that is why I am doing
16 what I now do.

17 About six years ago I became aware of
18 the enormous amount of information which Congressional
19 committees generate for their own benefit, for
20 their own use, to meet their own needs in the process
21 of either creating legislation or overseeing the
22 implementation of existing legislation, and I became
23 aware of the existence of this information and of
24 its value, and of its potential usefulness to people
25 who did not currently know about the information

1 content of the documents that were being produced
2 in the Congress.

3 It is not, it seems to me, that the
4 prime function of the Congressional committees is
5 to worry about the fact that information that they
6 have created for their own use has use elsewhere. I
7 don't think that Congressional committees should
8 impede somebody like Congressional Information
9 Service, who see a future use for this information
10 and who can multiply it by providing another
11 public address system. But I think we have to
12 recognize the fact that a very high percentage, and I
13 will take a guess right out of the air, I will
14 say ninety percent of the information which is
15 generated by the government is generated for relative-
16 ly narrow purposes and only later does it become
17 apparent that other people can use it.

18 DR. BURKHARDT: Mr. Becker.

19 MR. BECKER: Jim, if a forum were
20 established to consider federal policy in this area,
21 what would you suggest be its terms of reference?
22 Would it include, for example, a re-study of the
23 GPO practices, would it include audio-visual materials?
24 How far would they go in trying to do this?

25 MR. ADLER: In answer to your first

1 question, would it include GPO practices:

2 Certainly. One of the difficulties
3 we now face is that GPO is making printing decisions
4 which are perfectly valid as printing decisions,
5 and hardly invalid as information policy decisions,
6 but in the absence of the Congressional policy
7 decisions which are made for relatively narrow
8 purposes, have very broad effects, and I think
9 this is perhaps the biggest single problem that
10 exists with regard to the distribution of Government
11 information.

12 I think we are dealing primarily
13 with information which has been put into printed
14 form or secondarily which has been put into computer
15 readable form.

16 I am less concerned with audio-visual
17 materials because it is my impression rightly or
18 wrongly that in terms of the entire volume of
19 information created by Government agencies and needed
20 by information users, audio-visual materials are
21 relatively a small section, and if one chose to
22 ignore them one would not be ignoring the main
23 part of the problem.

24 But my guess is that if you could
25 establish some basic guidelines that will apply

1 as if they were sensible guidelines, they would
2 probably apply as well to audio-visual as to printed
3 and computer readable.

4 MR. BECKER: And the last question from
5 me is the private sector includes two parts, a
6 for-profit and not-for-profit.

7 MR. ADLER: Yes.

8 MR. BECKER: How do you see those
9 two relating to what you are talking about?

10 MR. ADLER: The more contact I have
11 with the not-for-profit sector the more I become
12 convinced that the only difference is that when we
13 seek a service we call it a profit, and when they
14 seek surplus they call it a surplus. I think we
15 are both non profitable agencies, and I think that
16 is essential.

17 COL. AINES: Jim, we have talked on
18 the subject before, I believe.

19 The problem that you have posed for the
20 Commission I think is a very proper one.

21 I think we have to make a determination
22 somewhere along the line just what the proper roles
23 are on the information generated by the federal
24 agencies and which should be disseminated to the
25 public and in one sense one answer has been given

1 in the terms of the Freedom of Information Act which
2 in effect makes large volumes of information available
3 to be exploited in any way that any group wants to
4 exploit it.

5 You certainly have been one of the
6 entrepreneurs, one of the leaders in what now is
7 going to become by and large, I suspect, a large
8 industry as long as the Government keeps on publishing
9 it.

10 This is one of the problems that I see,
11 that we must not let this process become so
12 corrosive, so unfriendly, that the decision is made
13 to stop publishing a lot of information which in
14 effect is what you need in order to push your
15 products.

16 Now you have suggested on occasion
17 that where there should not be any clashes would
18 be in the newer areas where the Government hasn't
19 created an information system and bear in mind
20 some information systems are created because of
21 pressures of Congress. Laws are passed requiring
22 certain kinds of dissemination and undoubtedly some
23 of our colleagues have had difficulty because of
24 the interpretation made as to who has the
25 responsibility for the dissemination.

1 The only point I would like to make
2 is that I do believe we have reached a point where
3 public discussion of this issue needs to be made. I
4 don't believe many people in Congress are aware,
5 even outside of Congress, even in our community, are
6 aware of the rapidity in which this problem now has
7 come to a boil virtually, and I commend you for bringing
8 this point up, suggesting in this very courteous
9 and intelligent way that maybe it is time to come up
10 with a policy.

11 I have my own ideas and ways to go.
12 Of course, you have heard me on that subject. But
13 I believe there ought to be room for each community
14 to survive, exist, and hopefully prosper with this
15 new direction that we are moving towards.

16 So any way we can cooperate or work
17 together we will be delighted to do so.

18 MR. ADLER: Well, those words abound
19 to my ears. I am delighted to hear such thoughts
20 from a member of this Commission and I certainly
21 hope that the Commission will choose to grapple, or
22 perhaps to use its influence to call the issue to
23 the attention of the Federal government.

24 MR. LORENZ: What are some of the areas
25 where you feel it is ready for the Government to do

1 the distribution?

2 MR. ADLER: You ask the question in a --
3 I won't say a peculiar way, but in a way that it is
4 not often asked to me. It seems to me that if you
5 wish to avoid a government monopoly of the informa-
6 tion process, then you are guided to begin with by
7 a philosophy that says the less the government is
8 involved in the information process the better off
9 the public will be.

10 The creation, the production of the
11 information, of government information, is quite
12 obviously a government function.

13 I think when it comes to dissemination,
14 the less government activity the better. There are
15 certain places where it is obviously necessary.

16 MR. LORENZ: Such as --

17 MR. ADLER: Such as, well, certainly
18 the nature of getting out the Congressional Record
19 and other Congressional printing and getting out
20 the Federal Register must be a government procedure.

21 A number of years ago the only way
22 that a large scale scientific and technical informa-
23 tion dissemination operation like NTIS could have
24 been launched under government auspices and I think
25 that at the time that was an appropriate decision

1 for the Government to have made and certainly one
2 of the major problems that we have come across and
3 we deal with some eight or nine hundred government
4 bodies in the course of collecting the materials
5 that we abstract and index is the sad lack of
6 adequate lateral communications between government
7 agencies. I can think of agencies in the same
8 building that are unaware of each other's output
9 information and certainly the Government needs to
10 concern itself with solving that problem because it
11 will operate better when it does.

12 I also believe that as another
13 philosophical point that if we are going to have
14 further subsidies in the information field, if they
15 turn to be necessary, that I would much prefer to
16 see subsidies aimed in the direction of the user
17 rather than aimed in the direction of the producer
18 and if there is going to be a key role for the
19 Government in this whole question of disseminating
20 information I think it is likely to turn out to be
21 a funding role, and I would furthermore suggest
22 that those funds should be directed towards the
23 user community rather than towards the producer
24 community.

25 DR. BURKHARDT: Dr. Cuadra, and then

1 I think that will be the last question.

2 DR. CUADRA: This is just one point
3 of clarification. My colleague, Andy Aines, mentioned
4 the Freedom of Information Act helping in this
5 dissemination area.

6 As it turns out, it is not really
7 clear whether the act applies to magnetic tapes. HEW
8 has taken the position that magnetic tapes are not
9 library records. The House Subcommittee on Information
10 and Public Policy has taken the position that they
11 are, and so there is a case now in dispute at the
12 moment.

13 MR. ADLER: I would like to, if I
14 may, Dr. Burkhardt, take ten more seconds.

15 There is a further problem with the
16 Freedom of Information Act which is that while it
17 was apparently drafted with information files,
18 unpublished information files in mind, and speaking
19 to staff members of the committee that drafted the
20 legislation, that's what they tell me, it is becoming
21 apparent that material which was theoretically
22 published and therefore presumably not needing the
23 assistance of a Freedom of Information Act in order
24 to get out to the public is also a problem and I
25 think the ultimate question in the next two sub-

committees is likely to recognize that.

DR. BURKHARDT: Well, thank you, Mr. Adler.

DR. BURKHARDT: Okay. We are now ready for Miss Jane Hammond.

Miss Hammond, would you introduce yourself?

MISS HAMMOND: Yes. I am Jane Hammond. I am appearing here today in my capacity as president elect of the American Association of Law Libraries, and shall become president next month.

Jack Ellenberger, a member of our executive board, has submitted a statement on behalf of the American Association of Law Libraries. I am here to answer questions you may have about that statement but before I do I would like the opportunity to make a few comments.

DR. BURKHARDT: Please do.

MISS HAMMOND: I want to reaffirm that the AALL, American Association of Law Libraries, stands ready to support the National Commission in its endeavor to improve library service to everyone in the United States. We are particularly concerned

1 that the White House Conference on Libraries be
2 funded in a manner to fulfill its promise.

3 We are encouraged by the action of the
4 National Commission in speaking on a resolution of
5 the conflicts over revision of the copyrights law.
6 We appreciate the conclusion of Julius Mark, chairman
7 of our Copyright Committee, in your meeting on this
8 issue of library photocopying of copyrighted material.

9 The law is found in books. Law
10 libraries are truly the lawyer's laboratory. Everyone
11 with a legal problem is dependent upon books or
12 their modern counterpart for an answer. The American
13 Association of Law Libraries is comprised of
14 individuals and institutions devoted to providing
15 those answers not only to lawyers but also to laymen
16 in need of legal information.

17 Our written statement defines clearly
18 the problems of law library service at the local
19 level. The lack of adequate funds for collection
20 and for staff I could tell you stories that would
21 make the Delaware story sound very reasonable.

22 I would like to elaborate on the problem
23 of backup centers for necessary small local libraries
24 which can be considered libraries as a final resort
25 to other libraries and which will be crucial for

any network serving law libraries, providing legal materials for nonlibraries. Our problems, almost every one of them has as its primary function the service of a discreet clientele with service to the general public, which is at least a secondary function.

Amplifying on that, the problem of a discreet clientele, the only truly national law library is the law library of Congress which has its primary clientele as the Congress, its committee staff and legal counsel. Service beyond Capitol Hill is a secondary function.

The Law Library of Congress is obviously a national library to become the National Law Library, but its mission must be redefined.

The next group of law libraries for conservative regional centers or law school libraries. Here again they are supported by a certain discreet group, the law school students and faculty. The biggest one, Harvard Law Library, receives no tax support. Others, such as those of the state universities in the big ten do receive state funding. They have served the non-law school community in their various roles very well in the past, but the legislators are not as generous as they have been

1 in the past either with funds for maintaining the
2 collection or funds for new building to store the
3 collections.

4 There is a consortium of law libraries
5 of the big ten. I have a statement with me from
6 Edward F. Hess, Jr., chairman of that, which I can
7 submit to you, stating what that one consortium has
8 been trying to do in that area to improve their
9 library services.

10 DR. BURKHARDT: If you will leave it
11 behind we will put it in the record.

12 Oh, we have it already.

13 MISS HAMMOND: There is a copy there.
14 I submitted it as I answered.

15 The final group of law libraries
16 which concern the final resort in their areas are
17 state libraries.

18 However, again many of these are agencies
19 of a specific group, usually the State Supreme
20 Court, and they serve them first, the state citizens
21 thereafter.

22 To illustrate the problem which arises
23 because of this within the last year the state
24 law library has been told by the state supreme
25 court judges that it can no longer lend periodicals

1 because members of the court want all the periodicals
2 available to them at all times. This has caused
3 great problems to the other law libraries in that
4 state who now can turn only to the State University
5 Law Library when their own collections prove inadequate.
6 In some only a few states have state law libraries
7 that are in fact public libraries. The only true
8 public law libraries are the county law libraries
9 and few of them have the support to maintain even
10 an adequate collection which is served by an adequate
11 staff.

12 DR. BURKHARDT: Thank you, Miss Hammond.
13 John.

14 MR. LORENZ: I know I am asking for it,
15 but I believe that the Law Library of Congress does
16 consider the National Law Library.

17 Can you tell me what you feel the
18 Law Library of Congress should be doing as the National
19 Law Library that it is not doing?

20 MISS HAMMOND: The Law Library of
21 Congress has first limited lending facilities. They
22 try to keep their collection intact, the integrity
23 of their collection. This limits what is available
24 for someone to turn to them in order to get the
25 material from them. This is one of the basic problems.

1 This is also the problem that the
2 other law libraries I mentioned have, the question
3 of having backup materials for lending purposes.

4 DR. BURKHARDT: Miss Hammond, you know
5 about the National Library of Medicine and its
6 network and so forth?

7 MISS HAMMOND: Yes.

8 DR. BURKHARDT: Do you think lawyers
9 require anything as sophisticated and as on-line
10 as that kind of service?

11 MISS HAMMOND: There is now a commercial
12 on-line service which gives some lawyers access to
13 full text materials of basic legal documents,
14 court report statutes. It is seemingly feasible
15 but it is far from complete.

16 DR. BURKHARDT: Is it expensive?

17 MISS HAMMOND: Of course. I guess I
18 should also amplify that I am the librarian of the
19 Villanova University School of Law. If I put it
20 in my law library it would be \$18,000 a year. When
21 you consider these county libraries I am talking
22 about in the State of Pennsylvania, only 41 counties
23 in Pennsylvania, 21 have book budgets of less than
24 \$10,000. This puts it out of the reach of anyone
25 outside the metropolitan area. I think we can

1 solve it without going that far. I think we can
2 have regional libraries.

3 Obviously, Philadelphia is going to
4 be the region in this area to have to have to include
5 Delaware where the State Law Library is in the Kent
6 County Court House.

7 DR. BURKHARDT: I am not sure you
8 quite answered my question.

9 MISS HAMMOND: I am sorry.

10 DR. BURKHARDT: In a way, you did.

11 What I was trying to get at is, are
12 the professional needs of lawyers on somewhat the
13 same level without the social urgency, say, of the
14 medical profession, when you have to go answer
15 points right away, do you need that kind of sophisti-
16 cated machinery to get your work done or would some
17 other kind of network do the deed for you?

18 MISS HAMMOND: I am not prepared to
19 speak for the association. What I have to say here
20 will be a personal opinion. I personally do not
21 think so. Lawyers very frequently have immediate
22 demands because you have clients who have immediate
23 problems. You have a very limited time in which to
24 respond to an order of the Court or to a specific
25 problem.

1 The layman comes in with a notice
2 from his landlord and needs specific answers, but
3 this does not require a large network. In many
4 cases you do not need immediacy of the answer. Cer-
5 tain parts of the legal profession are willing to
6 pay very highly for the immediate answer because of
7 their time costs.

8 MR. DUNLAP: I would like to ask
9 a question which might throw some light on the
10 question that Dr. Burkhardt asked.

11 I recall about ten years ago there was
12 an indexing project located at the University of
13 Pittsburgh. It was both index of Pennsylvania
14 reports and you put them into the computer and you
15 did something with them.

16 What has happened to that project?

17 MISS HAMMOND: That project has
18 evolved into a subsidiary of American Can, which now
19 publishes primarily in the health area, which
20 isn't as remote as it sounds because it was
21 originated by Mellon for health purposes. The project
22 which I mentioned earlier which is known as Lexis is
23 in effect the same sort of thing and it's a further
24 offshoot of what John Harding has down at the
25 University of Pennsylvania.

1 As I say, it is expensive and it is
2 used primarily by the private law firms and United
3 States district attorneys in various cities. It does
4 not, for instance, at this point have Pennsylvania
5 on it. It only has Federal Government and five
6 states. They will not put Pennsylvania on until they
7 get ten libraries in it or law firms in Pennsylvania
8 to sign up. This is how with this campaign I happen
9 to know the charge would be for Pennsylvania right
10 now.

11 DR. BURKHARDT: Philadelphia lawyers
12 don't seem to want it?

13 MISS HAMMOND: This is one of the
14 problems, I might say, now that we have the library
15 service as law libraries and that is the presumption
16 that lawyers can pay and forget that there are the
17 people who are in prison, there are the people, the
18 walk-in clientele who can't pay.

19 DR. BURKHARDT: Dr. Cuadra.

20 DR. CUADRA: I am sure you didn't
21 intend to convey the impression that the only thing
22 that the system you are referring to does is to do
23 things a little faster. Isn't it true that one of
24 the intentions is to be able to search, to have
25 access points to texts that might not be findable in

any other way?

MISS HAMMOND: Yes. It is the total text which means that you will have complete access to all words within the text.

Now, the law field, of course, has had extremely good commercially produced finding tools with the data process, which is one of the reasons it may be a little slower in these other areas in developing in the electronic system, but they were what the other parts of the world would call abstracts. The computer has allowed us to have full text access, yes.

DR. BURKHARDT: Mr. Velde.

MR. VELDE: A new law school at a university, what type of help can the American Association of Law Libraries give it in the development of its law library?

MISS HAMMOND: As an association, very little.

We run a placement service and get somebody a good library, and I think it goes on from there.

MR. VELDE: I had in mind the Pepperdine University on the Malibu Campus in California.

1 MISS HAMMOND: I started a brand new
2 library 20 years ago. We also have an exchange
3 program.

4 MISS SCOTT: In Jack Ellenberger's
5 statement, there is a statement here about the
6 Association being uncomfortable about the relation-
7 ship any national network, particularly of the
8 private law libraries.

9 MISS HAMMOND: Yes.

10 MISS SCOTT: Can you comment on that?

11 MISS HAMMOND: The many private law
12 libraries include in their library the work product
13 of their lawyers, which is their briefs, their
14 memoranda of law, and this they consider very highly
15 proprietary and in some cases privileged documents,
16 so they have these problems of these files which
17 are included.

18 DR. BURKHARDT: There would be no
19 requirement that that should be put into any national
20 system?

21 MISS HAMMOND: Beyond that I don't know.

22 DR. BURKHARDT: I don't understand the
23 worry.

24 MISS SCOTT: Jack also seems to think
25 that it might be a burden, too, on these smaller

1 libraries.

2 MISS HAMMOND: This, I think is a grave
3 problem and I again don't know how far this goes
4 but most of the law firm libraries have only one or
5 two people. I know of one law firm library that has
6 four people, four full time librarians for 50 lawyers,
7 and we think she has done a great selling trip.

8 MR. BECKER: In Jack's statement he
9 describes how law libraries are beginning to serve
10 the general public in helping them in the solution
11 of social problems.

12 The medical library community, if I
13 am not mistaken, has indicated that they feel, for
14 example, that health information should be provided
15 by the public library and not by the specialized
16 medical libraries.

17 How do you foresee this, the trend
18 in the development of the general public's relation-
19 ship to law libraries?

20 MISS HAMMOND: It may be very knavish
21 on my part, but most law librarians feel that this
22 service of the legal materials in public libraries
23 is extremely poor. Part of it is, so much of it
24 is government documents that it leaves a great
25 deal to be desired. Legal reference work is not all

1 that it might be in the public library. The problem
2 with law libraries and with the public libraries
3 acquiring legal materials is the tremendous upkeep
4 cost.'

5 Now Mr. Hess in his comments, in his
6 statement about the problems of the ten libraries,
7 notes that 80 to 90 percent of their budget is for
8 continuations. In other words, mortgaged money. And
9 this is something that every library looks at very
10 hard.

11 MR. BECKER: Are you saying then that
12 the law libraries you feel will be willing to support
13 the public?

14 MISS HAMMOND: The law libraries I
15 am not sure are willing to serve the public and this
16 we see as one of the great problems. The governing
17 agencies in many of these law libraries are people
18 who do not see the public needs.

19 If you have the law library in the
20 county courthouse the judges think it is theirs and
21 are not terribly receptive to having someone else
22 come in and use it and certainly not the bar. This
23 is a problem I illustrated with the one state I
24 mentioned.

25 The County commissioners are unwilling

1 to support these local libraries and this is where
2 you have got to find it, because there are after all
3 about 150 law schools in the country that have this
4 kind of law library, and there are only about five
5 or ten cities that have city libraries that are
6 really decent collections, Philadelphia, Chicago,
7 Boston, Los Angeles and New York.

8 MISS SCOTT: Are they primarily supported
9 by the bar associations in these areas?

10 MISS HAMMOND: It varies a great deal.
11 Many of the county libraries are supported by fees.
12 Every paper that is filed in the court house there
13 is an extra dollar added. This goes to support the
14 libraries. Some of them are supported directly from
15 the bar association. Some of them are supported from
16 the county commissioners. Some of them have a wierd
17 collection and you start out to find out.

18 I have asked for it in Pennsylvania
19 and it has been difficult to find out at all. They
20 don't have a librarian who knows enough to tell you.
21 It is the judge's secretary.

22 DR. BURKHARDT: Okay.

23 Thank you, Miss Hammond.
24
25

1 DR. BURKHARDT: Would you introduce
2 yourself, then? You are Mr. Hunt, are you?

3 MR. HUNT: Yes. I am Donald Hunt,
4 deputy director of the Free Library of Philadelphia.

5 MR. MONTGOMERY: I would like to make
6 a preliminary statement, Mr. Chairman.

7 My name is James Allen Montgomery, Jr.;
8 I am president of the Board of Trustees of the Free
9 Library of Philadelphia.

10 Mr. Dunn would be here but he is
11 presently at the International Association of Metro-
12 politan Libraries and they are having their meeting
13 in Africa. I believe they are opening a new
14 branch of a library there this week in Nigeria, so
15 I asked Mr. Hunt, as our deputy, to come with me.

16 I have submitted a written statement.
17 I do not know if the members of the Commission have
18 had a chance to read it or not. It is addressed to
19 a narrow but to my fine mind's eye very basic
20 point which is simply this: That the metropolitan
21 libraries such as the free libraries do work which
22 transcends not only city, county and even state
23 lines, but I suggest if you come up with a realistic
24 solution to this problem there should be some
25 form of subsidy granted to that type of library.

1 Now this is not explicitly stated in
2 your statement of assumptions which I read this
3 afternoon, Mr. Chairman, but I think it directly
4 bears on the problem. To be realistic something will
5 have to be done if the announced goals of getting
6 all possible information in the country to our
7 citizens and readily available to form the monetary
8 resources of libraries such as metropolitan regional
9 libraries, all of this will have to be fleshed out
10 in some way. You simply can't expect a city like
11 Philadelphia, let alone New York, to come up with
12 the necessary funds to do a job which basically is
13 not only serving Philadelphians but the surrounding
14 counties and a good many people from other states.

15 DR. BURKHARDT: I think it is fair to
16 say that we have been aware of this problem almost
17 since the very first day of this Commission. These
18 jurisdictional lines have got to be transcended if
19 we are going to have a national plan.

20 Now what has to be done economically
21 and financially in order to get that done is, I
22 think, a tough problem but it has got to be faced.

23 But the first thing is to see that it
24 can't go on having these jurisdictional lines
25 blocking communications and access to information.

1 You would simply have to transcend them. That is
2 where we are now.

3 What we will do about it or what
4 can be done about it is something else again, and
5 whether it will be accepted once we do recommend it
6 is still another problem.

7 MR. MONTGOMERY: Yes.

8 I am here not as a technician or a
9 professional but I am here to urge again that in
10 your presentation to the Congress that you do
11 recognize this problem as one necessary facet in
12 solving the whole larger problem of getting this
13 information to citizens that you simply can't ignore.

14 You can't expect the city to do it,
15 even if you think of such homely things as expanded
16 surgical system that the library -- I am taking
17 into account the greater amount of available
18 materials that you are talking about. That means
19 more clerks, more librarians, more terminals, this,
20 that and the other. And while I don't want you to
21 think that we are just one more municipal agency here
22 asking for a federal handout, I do want to stress
23 that there is representation and it is suggested in
24 my mind, I don't know of any more valuable contribu-
25 tion that can be made in this country than to achieve

1 your goal of getting information to citizens.

2 As a matter of fact, I think I have
3 suggested in my statement with the possible except
4 that I don't know anything more basic in the country
5 than to do just what you have set out to do.

6 DR. BURKHARDT: Thank you.

7 Mr. Hunt, do you want to add to Doms'
8 paper?

9 MR. HUNT: I think I cannot add to it
10 but merely to re-emphasize that in using Philadelphia
11 as an example, Mr. Doms intended to present a
12 picture of the library situation in the large city
13 today, and as he says in his statement, particularly
14 in the northeastern part of the United States.

15 DR. BURKHARDT: Are there any questions
16 from the commission?

17 John?

18 MR. LORENZ: Mr. Montgomery, how
19 much is your assistance from the State level of
20 Government, State aid for the Philadelphia Free
21 Library and what percentage would that be of your
22 total budget?

23 MR. MONTGOMERY: In terms of dollars --
24 Mr. Hunt, you help me guess -- is that our total
25 budget overall from state and local is in the area

1 of perhaps \$12,000,000.

2 Is that correct?

3 MR. HUNT: Total budget this year.

4 The state funding would be something in
5 the area of \$1,500,000, which amounts to about
6 15 percent of the budget.

7 MR. MONTGOMERY: Now the State of
8 Pennsylvania, Mr. Commissioner, does recognize the
9 need to help fund local libraries and meet certain
10 standards. They have a much better system than they
11 used to but still in all they do not have the
12 resources of the United States of America. They have
13 a great many other local needs and I think if you
14 are going to have a system which, as I understand,
15 ideally envisages getting all possible information,
16 collating it, assembling it in a way that can be
17 disseminated, then disseminating it, this is a
18 staggering thing and you are simply going to have to
19 assist to some extent the larger regional libraries
20 which are dealing much more in depth than the local
21 libraries.

22 I am not suggesting the Federal
23 Government take over the local library systems in
24 various states, but this is a very big thing. We have
25 not only all sorts and types of people here, literate,

1 illiterate, but we have people coming from New
2 Jersey and Delaware, and this is the location where
3 a lot of information can only be obtained on a
4 regional basis. It is the most accessible point.

5 MR. LORENZ: Is there assistance from
6 the county level to the free library?

7 MR. MONTGOMERY: The Count of
8 Philadelphia is the City of Philadelphia. We don't
9 get it. It is co-terminus with the County and
10 therefore we don't get an additional source of funds
11 for that purpose.

12 But like all municipal agencies,
13 with inflation the budget has been hard pressed.
14 The services have been curtailed. As a matter of
15 fact, the last few years we are not getting caught
16 up and if we do anything like the job that you
17 recommend and make this information available, we
18 are simply going to need more assistance, otherwise
19 it won't work.

20 MR. LORENZ: Is there a charge to use
21 this outside of the Philadelphia area?

22 MR. MONTGOMERY: The only charge we
23 make, sir, is that purely nominal one: If you are
24 not a resident of Philadelphia you pay a \$3.00
25 library fee to get a card but as far as I know

1 anyone can walk into the library and get free in-
2 formation.

3 DR. BURKHARDT: Mr. Casey.

4 MR. CASEY: Mr. Montgomery, first I
5 want to commend you for serving your Board of
6 Trustees.

7 You are performing a valuable civic
8 service as a volunteer and I think as a matter of
9 record the trustees should be so recognized and the
10 fact that you are here in my mind indicates a symbol
11 of a very fine group of people in our communities.

12 And I am very hopeful that you will
13 encourage the trustees in this community and elsewhere
14 to participate in the White House Conference on
15 Libraries, which will take place in 1977 or '78 in
16 Washington, D.C., and I often wonder how can we
17 generate citizens' support for our libraries, because
18 the greater demand for library services results in
19 greater support from our municipalities.

20 Can you share with us any ideas in
21 terms of generating greater citizen demand for better
22 library service?

23 MR. MONTGOMERY: Well, that is a multi-
24 faceted question. I suppose that you approach
25 it from all sorts of levels.

1 Our staff, I think, to the best of
2 its ability approaches it at the branch library level
3 by exhibits of books, notices of special functions,
4 special courses.

5 For example: Free Library in Philadelphia,
6 I suppose in other libraries, is not only an informa-
7 tion center and a circulation center but it is a
8 school. We are doing a great many things that if not
9 ideally the Board of Education should be doing, it
10 is not doing. We are providing special services
11 for the Spanish people. We have an enormous group of
12 people in this City who are adults who can't read
13 or write still. It is a horrible thing to envisage.

14 We have a great many people obviously
15 who do not have the cultural and economic advantages
16 of the top level of the citizenry and so on. They
17 are trying to do it at that level. They are trying
18 to do it through cooperation with the newspapers.

19 We get a certain amount of TV support,
20 an amount of announcement programs and so on, and I
21 pat them on the back. I think the Free Library
22 staff has been the very nature in trying to bring into
23 existence some of these resources to the attention
24 of the people.

25 MR. CASEY: We thank you very much.

1 You are a very well-trusted trustee.

2 MR. MONTGOMERY: I wonder if I could
3 just add one other point to the testimony of the
4 previous witness.

5 I happen to be a lawyer. I have a
6 partner named Bill Klaus who founded Community Legal
7 Services in this city. I suppose that he is one
8 of the two or three foremost exponents of that
9 system in the country. He has spent a great deal
10 of non-compensated time in going around the
11 country and trying to get a viable program with
12 federal support, with the least possible federal
13 interference. This is a very growing program
14 related to these public interest law firms. These
15 people are functioning for free. They are not
16 charging for their services.

17 But in a given case they may need a
18 great deal of legal backup to do their work. It may
19 be a lot of resource materials. It may be copies
20 of recent cases. It may be references to decisions
21 which they would never hear about in another part
22 of the country unless this were made easily available
23 through a service of this type and with all due
24 respect to the previous witness I don't think she
25 indicated the full extent of that problem.

1 DR. BURKHARDT: Thank you.

2 We thank you very much.

3 MR. MONTGOMERY: I appreciate being
4 here and I would like to repeat again, and I don't
5 know of any more important fundamental service that
6 can be served in seeing this commission with some
7 viable scheme.

8 Thank you for having us.

9 DR. BURKHARDT: Thank you.

10 Now, Miss Fletcher. Thank you again
11 for waiting. Will you introduce yourself again,
12 please?

13 MISS FLETCHER: I know you commented
14 on my patience but I have been impressed with the
15 patience and intelligence of this very unusual
16 commission today.

17 I am Marjorie Fletcher. I am the
18 special librarian for the American College of Life
19 Underwriters. However, I am here today to represent
20 special libraries.

21 A special librarian has particular
22 characteristics which we feel make it necessary to
23 give some explanation of what we do so that we
24 can help the Commission and the Commission can help us.

25 We have an interchange.

1 Special librarians are specialists.
2 They pride themselves in providing a specialized
3 service that is particularly here on a one to one
4 basis.

5 Frequently they are known for the speed
6 of information retrieval, they are known for
7 sharing their information and resources, and they
8 are known for knowing where to get the information
9 which the librarian may not have in the library
10 so that the special librarian needs to be well-versed
11 in many fields.

12 Generally speaking, the special
13 librarian is a sub-specialist in addition to being
14 a librarian.

15 One of the concerns that we have
16 particularly is to make accessible through a
17 microfilm of some sort particularly perhaps microfiche,
18 a union library catalog by subject area expanded
19 for all media.

20 Earlier this afternoon you heard
21 Eleanor Campion from the Union Library Catalog. We
22 use the catalog in the Philadelphia area and
23 obviously from what she said we are privileged.

24 Just yesterday I had occasion to need
25 a book that was published in 1725 and within three

1 or four minutes I knew exactly where I could get
2 that information and read that book. This is the
3 sort of thing that a special librarian needs to know
4 and if we could have a national network or a
5 regional network and a state network, which was
6 also mentioned today, perhaps we would be able to
7 expand our services and work with the Commission.

8 We have suggested that this microfiche
9 or microfilm Union Library Catalog would be sub-
10 sidized and so that it would also provide duplication
11 of equipment; that the special librarians would be
12 able to go to it, it would make available all sorts
13 of special collections such as picture collections,
14 rare books such as the one that I was looking for
15 yesterday that was published in 1725.

16 There was a management conference
17 and paper at MIT a few years ago where there was
18 an estimate that by 1985 or 1995, over 50 percent
19 of the libraries' holdings would be in microfilm
20 rather than print. This in no way indicates that
21 we should not continue to read. This also was
22 brought up today. I have an advantage of being
23 later. We talked in our meeting in preparing our
24 report about cataloging and the necessity to provide
25 special subject headings in the court catalogs.

1 The special librarian needs a much
2 broader subject classification than the usual
3 librarian. We talked about curriculum. We feel that
4 the library school curriculum should be expanded
5 particularly in the area of management, the human
6 behavior sciences and making provision for sub-
7 specialists, for making provision for para-professionals
8 that would help in the library. More and more the
9 special librarian has two degrees, and we feel
10 this is important. We feel that the special
11 librarian needs access to a computer data base.
12 This is being provided in the Philadelphia area
13 at the present time through OLC and Palnet, and
14 again the Union Library Catalog.

15 We have talked today about funding.
16 We asked how much should the special library be
17 provided with a tax advantage perhaps for making
18 available a collection to a corporation. I represent
19 an academic library, but special librarians are
20 both company librarians and academic librarians.
21 They are academic librarians in that they are the
22 librarians for a special subject collection, but in
23 an industry the special librarian is a sub-subject
24 specialist for this industry so that we have a
25 two pronged effort in interchange.

1 The academic must preserve the non-
2 profit status of her librarian, but she wants to
3 interchange her information for the corporation's
4 benefit.

5 One of the needs that we felt was
6 particularly evident in Philadelphia was that there
7 are few public funded collections to which both
8 industrial and academic librarians especially can
9 turn. We did have a wonderful department of the
10 commerce library here with a line to Washington and
11 that was closed down. It curtailed our information.

12 DR. BURKHARDT: Why was it closed
13 down, if you know?

14 MISS FLETCHER: I understand it was
15 funds. The librarian at that library was an exceptional
16 person in being able to retrieve information quickly.
17 She had reached the top of the Government salary
18 range. She was retired and the library was closed
19 down, and I understand it was strictly funds.

20 One other area that we did not discuss
21 in our paper that seemed to come up today was the
22 profit in publishing. We had a publisher here.
23 It seems to me that if library services are curtailed
24 it affects everybody all the way down the line. The
25 publishing houses right now are being affected. They

1 don't know how many books to publish because they
2 don't know what the library's budget is going to
3 be. So while the president of the publishing
4 company represented a specialized collection, large
5 publishing houses are being affected too.

6 DR. BURKHARDT: Would you like us to --

7 MISS FLETCHER: I would very much
8 like you to question me.

9 DR. BURKHARDT: Any questions from
10 the commissioners?

11 MR. BECKER: Miss Fletcher, your
12 colleague, Ed. Strable of J. Walter Thompson Agency,
13 who you may know did a paper for the Commission, one
14 of our papers of amplification, a real fine job in
15 terms of laying out all of the issues that relate
16 to the special libraries in their relationship to
17 a national program.

18 He described three problems which he
19 said were germane to this issue: One was the
20 concern or the fear that the special library would
21 be stampeded with requests if they were part of
22 a national network and program, and that any
23 library could call upon them anywhere in the country.

24 The second was the concern expressed
25 earlier today around proprietary information and

its inadvertent release to a public network.

And then the third thing was management's concern that they would be giving more than they would be getting from such a program.

Being stampeded, proprietary concern, giving more than they are getting, can you think of others or can you amplify a little bit about these three?

MISS FLETCHER: I don't feel that they would be stampeded. We have in the Philadelphia area a large membership in the special libraries. We have a directory in which all the various subject specialized collections are listed, and we have a very good inner library loan system which I do not believe has been taxed beyond its capability of providing information.

So I don't feel it is justified to say the library will be stampeded. Should the situation arise where there are too many requests I think of the library beginning to think in terms of charging, for example, for a search, which one organization in this area does now.

As far as the proprietary rights are concerned, there was a conference in New York in January at which the vice president of Merck, who

1 is in this area, and one of the special librarians
2 there commented at some length to the effect that
3 the proprietary information could be classified,
4 marked as classified material, but it was not Merck's
5 feeling that being a proprietary or a non-proprietary
6 would have any effect.

7 So there was a large corporation
8 that didn't feel that way and --

9 MR. BECKER: That you would be giving
10 more than you would be getting? 

11 MISS FLETCHER: In our experience in
12 general in this area in talking to both the librarians
13 who work for industry and the librarians who are
14 non-profit don't think this has really arisen. I
15 think it has been more a question of a need for
16 more resources.

17 MR. BECKER: Well, I should say, at
18 the end of your summary Ed himself points out in
19 the paper that he personally doesn't believe that
20 these are serious problems and he goes on to say
21 from experience in Illinois where the special
22 libraries are associated with the state-wide network,
23 none of these three have served as inhibitions
24 or restraints.

25 DR. BURKHARDT: Miss Scott.

MISS SCOTT: Thank you for coming today, and I am a special librarian, too. I just want to ask you one thing about paraprofessionals in the role in the special library.

Can you tell me more about the educational opportunities in this area?

MISS FLETCHER: The University of Pittsburgh has a program but that is quite a distance from us. Philadelphia Community College has a program. I don't believe the public schools particularly are orienting their graduates to a realization that this exists. The librarians that I worked with on this committee mentioned the fact that they tried to make it evident to their staff that this opportunity exists. My own organization will pay the tuition for someone who wishes to take this program, so it does exist in the Philadelphia area.

MISS SCOTT: Does it lead to certification as a library technician?

MISS FLETCHER: Yes. It doesn't lead to a library degree.

MISS SCOTT: No guarantee of salary?

MISS FLETCHER: Well, it has been brought up earlier today not everybody needs to have a master's degree in library science. Your sub-

specialist is important and certainly you don't necessarily need a library degree to put books on the shelf, but you do need clerical training so that you understand the importance that you don't put all the red books together and that you don't put them back the way they are labeled.

DR. BURKHARDT: Anyone else?

If not, thank you.

DR. BURKHARDT: I call on Mr. Lawrence Berul.

Will you introduce yourself, Mr. Berul?

MR. BERUL: I am Lawrence Berul. I am executive vice president of the Aspen Systems Corporation.

I would first like to thank you, Dr. Burkhardt, and the other Commissioners, for the opportunity to be here today.

Aspen Systems Corporation is an information company. We are involved in really two different businesses. One business is in the information management design of systems primarily in the full text area. We design, implement and operate information

1 centers in clearing houses for government agencies,
2 and that is one half of our business. That
3 includes such things as litigation, management for
4 law firms and for government agencies and corporations,
5 et cetera.

6 The other half of our business is
7 similar to Mr. Coleman. We are a publisher. We are
8 publishers of loose leaf reference services,
9 journals, books, and seminars, and we are the
10 company that was mentioned by Jane Hammond a little
11 while ago.

12 We are the offshoot of the University
13 of Pittsburgh working in the health field. We did
14 have a very major investment, many millions of
15 dollars, in building a legal data base of state
16 statutes as a proprietary venture. It did not succeed
17 as a proprietary venture. However, we did sell
18 a number of states, I think 19 to be exact, licensed
19 them in the use of that data base, another eleven
20 or thereabouts used the data base at our facility
21 and we still maintain on a contract basis updating
22 these data bases for those state legislators.

23 My comments are really totally non-
24 proprietary and not related to our own company when
25 I wrote the testimony. They were really related to

the -- I wouldn't say lack of concern, but perhaps not sufficient concern over the relationship between the industry portion, the "profit sector" publishers and other facilitators and distributors of information, the government and the libraries.

When a commercial firm such as ours establishes an information product, take, for example, loose-leaf product, it may invest several hundreds of thousands of dollars in building that product. If it is successful it is going to get subscriptions and it will survive. Its measure of success is the number of people pump down real dollars, a hundred dollars, two hundred dollars a year, or something along that line for its product. If it doesn't reach the number of subscriptions that it needs to survive, it drops a product or goes out of business.

We have had a sufficient number of successes in the publishing side and from that we have survived. We have had our failures, too.

My concern is that when the government establishes information programs or activities it doesn't have the same measure. The user, if they can't get it for free, you really can't tell whether its value is worth the cost and this will become more

so, as there will be a tendency to push government funding of programs because of networking, the reduction of the number of customers that might buy an original product because of the desire to share services, et cetera.

I made the suggestion in my testimony of subsidizing users. I came up with a handle that I simply said there have been precedents in other programs: Welfare, food stamps, and I simply suggested the concept of information stamps furnished the user, the researcher or the student or others with some credits, a form of statement that he can use and buy that service which he needs, then the producers of those services will be measured in terms of the value they provide to those users which they can trade in for real money, and he has to provide the service.

That is not to say that some services should not be funded but the users ought to be funded too and it is going to be a problem. We had it with the data base. The data base is that very terminal in many libraries now. Some of them are free if the agency has seen fit to make the service available for \$8.00 an hour, or \$4.00 an hour, or whatever, and it is going to be naturally

the user who can get those data bases for free are going to try and use the free data base first before they will use the commercial data bases, like the Institute for Scientific Information, et cetera.

So my suggestion is that if the information profit sector who have competitive data base with many of the free data bases might be given a fairer shake, not in funding them directly but by funding the users who are using the information product they might still be directed to the library.

Let's say they have sold chemical abstract service. Okay. I don't know what it sells for now, but it is a thousand dollars a year, something like that, maybe more. To the extent that they use that publication in the library it was free. To the extent that they used it on line it is now no longer free and the question is will that user now be cut out from the use of that kind of system, because he has no access to it he cannot afford it.

And the suggestion as made, if you gave him some kind of subsidy so he could use information services he could turn in his chit and somehow or

another Chemical Abstract would get its portion of the royalty for the use of its data base and continue to survive. That's one aspect of my testimony that I wanted to sort of amplify and I am willing to answer questions about any portion thereof.

DR. BURKHARDT: Any questions?

MR. BECKER: Larry, in the one point you made was that the supply and demand and the marketplace dictates the successful continuation of an information profit service.

By providing statements and incidentally the analogy to food statements, many librarians find very offensive for some reason. We have got to find some other one if we are going to promote that idea. With the subsidization of the user, wouldn't that change the picture and essentially the marketplace wouldn't be a measure for it because of this form of subsidization?

MR. BERUL: I don't know. You know, a few years ago I think the whole basic problem is one of reduced funding. Across the board libraries are funded, et cetera.

A few years ago the publishers were living fat and happy because, I guess it is ESEA or something along that line. There was more money

1 In textbooks, more money in libraries, et cetera,
2 and it all went down the chain.

3 Now with the food stamps or information
4 stamps or information credits or some other form
5 of subsidy in the user's hands, I think it would have
6 a positive effect and it would have some kind of
7 a discriminatory effect also, so that you would be
8 able to weed out those services which weren't
9 performing as useful a function as the other. That
10 is my premise.

11 DR. BURKHARDT: Andy.

12 COL. AINES: Larry, I have a typically
13 simple question to you. Just who do we give
14 information stamps to, under what circumstances,
15 what kind of an operation, who gives it to them, and
16 what are the conditions under which they get them?

17 What I am really saying over here is,
18 while it sounds like a very possible way to say
19 "Let's give the support to the user," who will then
20 determine on a marketplace basis he wants to purchase,
21 she wants to purchase. Let's agree for fun that that's
22 what we are going to do. Now we have to implement
23 the program, criteria, mechanics.

24 MR. BERUL: Well, I don't want to get
25 into the specific analogies, but we are running

some centers now. The question hasn't fully been addressed to what users get, what services are free, what users are going to have to pay.

There is a user community, however, for each of these centers, and if a half million dollars or a million dollars has been allocated to support those users, and this is sort of a counter-productive because I am running the centers, the alternative mechanism may be to take that same money and give it to the user who might spend it how they would.

Now it so happens in these particular cases there is no corpus literature to scatter and it would be a real service to pull it together for them.

I have studied the needs and I have certified that this is the case but there is the problem of defining which user gets it for free and which user, you know, gets the stamp and et cetera, but you have that problem in every single human services program, the blind, the aged, the disadvantaged, you know, et cetera, the low income.

I have just studied an area which involves this whole human services program and how they can be better delivered and they are beginning

to relax the criteria so that the states can better decide who they are going to provide services to.

COL. AINES: But do come back and tell us who the information deserving people are and how we get to them.

MR. BERUL: I use one example and say, for example, that the university students who are attending, whether it be a state university or a private university, might get support in the form of information. The government supports teachers' salaries, they support other kinds of activities, research is directed in some cases to universities. There is quite a few people who are doing scholarly research. The university student could be given a certain number of dollars worth of information credits they could use. That is, you know, one specific example.

There may be the same thing with the disadvantaged or minorities or whatever other group that you want to favor, but perhaps the public at large.

DR. BURKHARDT: We have three more questions.

John.

MR. LORENZ: We do have a basic premise

1 in the national program document which is that every-
2 body should have access to information and I think
3 this is while Col. Aines has had difficulty in
4 getting you to pin down the people who should have
5 information and those who don't need it, our
6 premise is that potentially everyone needs information
7 and I think you didn't go to the question specifically
8 of who would issue the stamps.

9 I mean, what level of financing are
10 you thinking of? Is this a federal operation in
11 the issuance of these stamps?

12 MR. BERUL: This could be issued
13 similarly to federal programs such as food stamps
14 would be issued through federal, state and local
15 government, with possibly matching formulas, et
16 cetera, but, you know, this perhaps was given as an
17 example or a handle. I am not saying the stamp
18 program is the way to go. What we are saying is to
19 establish greater bureaucracy of having the public
20 sector provided information service with different
21 kinds of measures which would perhaps force out of
22 business those organizations that are currently
23 serving and serving well user communities is something
24 to be avoided and a mechanism for making it possible
25 for making libraries who are currently providing

free information services in traditional form, access to books, lending the books or photocopying, network and other mechanisms that will reduce even the number of subscriptions that a library buys requires some heavy attention as to how the subsidy must be, if there is to be one which can be implemented as capital, is another approach which I am sure you are aware of is another mechanism to implement subsidy to pay the producer of information for the use of his information.

MR. TREZZA: In trying to cope with the problem, you must be aware that we have received a fair amount of criticism, constructive and otherwise, about the fact that there are national programs documented, aimed at the intellectual elite, the haves, and we are ignoring the people in the urban areas. The people in the inner city who need different kinds of information, a network for them is superfluous, so you have got that to cope with.

Then you have got another problem to cope with, which is a difference of opinion as to whether the network enhances the subscriptions or hurts them, and then there is a definite school that can show you statistics on the other side. So

you have got that problem to deal with. So it is a complex one from that standpoint.

I guess maybe the reason it is irritating is because the people look at the food stamp program and see all the abuses and can only imagine how much worse it would be with the information.

MR. BECKER: Larry, before we let you go, I remember about fifteen years ago you did one of the first surveys. This was an entirely different subject on information technology which still stands on library shelves.

Has it met your expectations? Can you tell the commission about that and what you see of it in terms of its future?

MR. BERUL: What is surprising, I have gone back. I presume you are talking about the State of the Art Report in '65 or '64.

It is amazing that the predictions that I made ten years ago have pretty much all come true. Some have come true that I didn't predict, but the networking, the on-line information retrieval services, selecting dissemination of microfilms and a number of those things are sort of heartwarming to me. Many of these loose ideas are actually here

today.

I think that Carlos' activity at SDC and Roger Summit of Lockheed are really an amazing kind of operation of a networking faction, and they have coped with the free and the for-profit segment by allowing the surcharge.

My only concern is, and I share Carlos' concern, if information is given away and people come to expect it for free, then these things are going to fail. Information has value. It clearly has value. Our company is driving at the moment with information where there is a reasonably stiff charge for information. However, there are many users who may not be able to afford to pay and there must be a mechanism to help them pay if they need it and deserve it and cannot afford it otherwise.

DR. BURKHARDT: All right. We thank you very much.

DR. BURKHARDT: Now finally we get to Miss Taylor. Nettie B. Taylor.

MISS TAYLOR: Thank you, Dr. Burkhardt.

I feel like I should apologize for still being here. You have had a long day.

1 (Laughter)

2 DR. BURKHARDT: Did you know I had
3 any idea when you would be on?

4 MISS TAYLOR: I didn't know but I was
5 interested. We got here about 10:00.

6 DR. BURKHARDT: That makes me feel a
7 little better.

8 MISS TAYLOR: That's quite all right.
9 I won't keep you any longer than you want to be kept.

10 I made some very general statements in
11 my written testimony to you and the basic thing
12 it seems to me I was saying that what I would hope
13 was a plea for the National Commission to take a
14 strong leadership role in helping to enunciate
15 federal, state and local responsibilities in terms
16 not only of the national network where you have built
17 into this a great deal to address this kind of
18 problem but over the whole range of some of the
19 objectives and some of the problems that you have
20 identified in your total program.

21 To speak just a minute about Maryland
22 and the national network, we are the state library
23 agency for the State of Maryland and our law
24 enunciates a number of functions that we are to per-
25 form. The first one being to provide leadership and

1 guidance for the planning and coordinating development
2 of libraries and information centers within the
3 state.

4 We do consider this a very appropriate
5 and a very actual charge to each agency in carrying
6 out its responsibilities.

7 And I mentioned this because it seems
8 to me appropriate that the Commission has addressed
9 appropriately within the national network the role
10 that the state and the state library agency should
11 play and could play within the development of a
12 national network program and I am very much in support
13 of this idea and I think that in our state we will
14 be able to play a strong and appropriate role in this
15 total program as it comes into being.

16 That doesn't mean we may not have some
17 problems. It doesn't mean that we may not have to
18 move further than we have certainly in total cooperation
19 and in working with the total library and information
20 community within that state, but I wanted to say
21 this because it doesn't come out very strongly in
22 the paper that I feel this is entirely appropriate
23 and one that I think we look forward to trying to
24 fulfill.

25 At the same time I think that the whole

range of objectives that have been addressed only briefly by the commission, if you look at them as I look at them, are pretty much the same kind of objectives that we state library agencies are concerned with, and that we have for the development of our services within the state. And I think we are very much operating in the dark sometimes because we can never get a handle on what the federal role is in almost any of these things, and I realize, too, that even a group as smart as this to try to come up with any enunciation of federal role, and many of these problems serving specialties entails a special population, a special type of library is a pretty awesome task, but it makes a lot of difference to us who are trying to plan state programs to know what we can or cannot depend upon in terms of the Federal Government, and to know what relationship the federal role is to the state role, to the individual local responsibilities in various communities and various types of library agencies.

We heard a little bit just a few minutes ago from the Philadelphia Free Library and you have heard this, I am sure, many, many times about the responsibilities of the Federal Government for the plight in which particularly urban libraries find

themselves at this time or in which the big cities find themselves. It is certainly not isolated to the library, public library itself, and it seems to me that if you even take that as an example you have got to have some enunciation of federal responsibility, state responsibility, and local responsibility, and it is very difficult to try to tackle this problem in isolation from one jurisdictional level of government to the other.

So my main plea is that I think that the things that the commission can do in some of these things are already things that no other agencies that I see on the national scene could do for us in trying to resolve some of these responsibilities and real problems among the various jurisdictions.

DR. BURKHARDT: Thank you.

Mr. Lerner and then Mr. Velde.

MR. LERNER: As a state librarian, what do you expect out of the White House Conference on Libraries other than either a feeling of well being or a feeling that everybody has got the same problems you have?

What do you really expect out of it in the long run, and not just cosmetically?

MISS TAYLOR: I don't have a great deal of feeling at the moment about what you can expect. I think if you can expect some kind of consensus among the people there, the federal role that they want the Federal Government to assume and the state role, that you have gotten quite a ways forward of whether you get nationally administrated support for this kind of position at that conference or not. At least if we can have some cohesion in what our thinking is and the ways we want to move I think we would have accomplished a great deal and I think that if the citizens are involved in this as well as the education library information centers and communities, you are going to be addressing, I would expect, many more problems about the needs for libraries and information services than just the national network, so you may be talking about the urban cities, you may be talking about the disadvantaged people with other kinds of special needs and special handicaps that are not now getting the kinds of information services that they need.

MR. LERNER: Thank you.

DR. BURKHARDT: Mr. Velde.

MR. VELDE: Yes. I noticed in your

paper where you believe that the state has more responsibilities for urban libraries than has been generally recognized, and this is something new. Very few have had that view and I would like to have you expand on it.

MISS TAYLOR: Well, I suppose I am using my own state as an example. I think that when I gave Baltimore City Library all the support that the city thinks the state should give them, and I am not sure we will ever be able to satisfy that kind of posture fully, but I do think that the urban library, as it has been developed over the years, does serve a much broader base, as you have heard, than just the local needs of the city, and I think in order to compensate them for this the state has a responsibility to step in and do this.

I think the area of where the state also has a responsibility to in a sense overcompensate the city because of its diminishing tax base and economic base. This is somewhat a fuzzier problem but I tend to feel that the state has some responsibility in this area as well.

We have in Maryland a state aid program that has a fair amount of equalization built into the formula so that the counties in Baltimore City is

considered as one of the 44 sub-divisions of the State, so that as the tax base decreases their amount of state aid might increase proportionately, so there is a slight equalization factor built into that program that helps to compensate the poor communities and the city is getting into that category.

DR. BURKHARDT: Mr. Lorenz.

MR. LORENZ: Nettie, would you comment on your concept of federal aid which would be of most assistance to Maryland in the overall development of libraries?

I realize that you may have a responsibility for the public libraries, the ESEA Title Two, which is the school library resource and the NDEA Title Three, which is the equipment library in school systems, and I think, John, I would hate to make some priorities.

I think we are going to need support for the network. I have problems in my own state in trying to determine priorities at budget time and at the development of planning, plans between what we want to do with the network which we do, the region, and the Pratt Library as the head of the state network and bringing the academic libraries and other specialized collections into that mix, and

I have a difficult time in saying: "Is this a high priority issue so I can get another million dollars, or should the million dollars go to increase the state aid to the public libraries?"

The thing is, if I knew what you could count on the Federal Government for you would know better where to set your priorities in relation to where you think other kinds of support are going to come in. At the moment I certainly would not want to lose the kind of support we have been getting under LSCA, at the same time I suppose my personal opinion is that we need a great deal more money and inter-library cooperation in what is now the Title 3 of LSCA, and I think that that would address many of the kinds of problems we have discussed this morning about cooperation and sharing of resources at the local level, which is part of what we are trying to accomplish.

MRS. WU: I am just curious to know what the relationship is between your department and the division of library services.

MISS TAYLOR: Yes.

Well, Mr. Bender --

MRS. WU: Are you the same one.

MISS TAYLOR: Yes.

MRS. WU: So you are his boss?

MISS TAYLOR: Yes.

I am the head of that division which is one division in the State Department of Education and then there is an Office of Public Libraries and there is an Office of School Libraries, and there is a community of Mental Libraries for Cooperation and Planning.

MRS. MOORE: Nettie, I want to pose a serious problem that I think is a serious problem to you, because I have long considered you to be one of the wisest heads in the library field. I think that opinion is shared by many people.

If a White House Conference is to deliver what you hope it will and what we hope it will, you hit on the very important point a while ago when you said that you hoped that we fitted it in well.

Now with the support that the White House Conference has among librarians over the country, unless there is great care exercised in the states and wide leadership, we are going into that with an ALA convention in Washington, which in my point of view would be highly disastrous. I have nothing against the ALA, you understand. I am

How do you think you could go about getting citizen participation in the numbers that we need?

MRS. MOORE: That's why I am asking
you the question.

Now, you know I wouldn't guarantee that

they are the most that enables you to get the range that you need, but I think that you do get people who are interested in the program.

You must have the same problem here, though, with the Commission when you have your hearings and, you know, you get all loaded with people like us and you don't get an awful lot of substance type of answers. I know that you ask them.

I am not answering your question because I don't know the magic formula for doing this.

MRS. MOORE: Well, it is a problem that everybody is going to have to be conscious of and be willing to forego attendance and maybe in behalf of some things which is not going to be easy because everybody is going to want to come.

I think as an appropriate closing to this, if the chairman allows me the valedictory, I think to read from Miss Taylor's testimony and her aspirations for this commission might give us some inspiration and some direction.

You have already read it but I think it bears reading again, and let me read the last two paragraphs:

"State library agencies strongly support the establishment of the national commission in the

belief that they are needed to be a strong articulate national spokesman for libraries and for the needed development of systems and programs for the effective delivery of library and information services at all levels to all people.

"The Commission is our best hope if we are to develop together rather than as separate disparate states or groups. I am confident that the National Commission will provide the leadership, the forum and the action that will help develop national cohesion and will stress in our capacity and resources to carry out our state and local responsibilities."

And I think that is a fine valedictory and we thank you for your hopes.

MISS TAYLOR: Well, I believe that.

DR. BURKHARDT: Thank you very much.

That concludes the hearing.

(Hearing concluded)

LAWYER'S NOTES